

Employer Satisfaction Report of 2016-2017 Graduates

Wisconsin Indianhead Technical College



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Employer Satisfaction Report of 2016-2017 Graduates

Prepared by
Institutional Research
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Introduction

The Employer Satisfaction Survey provides the mechanism for obtaining feedback from employers regarding the effectiveness of technical education in preparing individuals for employment. Conducted every four years by WITC, the study enables employers to rate graduates on an expectation scale according to various questions regarding mastery of skill and knowledge to overall preparedness for the job. The information obtained in the study serves as a valuable tool for the evaluation of educational programs and services offered by WITC.

Method

Employers surveyed in the Employer Satisfaction Survey were identified through information provided by respondents of the 2016-2017 Graduate Follow-Up Study. Graduates were asked to provide the name and address of their employer/supervisor and to grant permission for them to be contacted. Only employers of graduates working in jobs related to their education were included in the study. Questionnaires were distributed through two first-class mailings in March and April 2018.

Three hundred thirty-eight (338) employers, identified by 2016-2017 graduates, were included in the Employer Satisfaction Survey. As shown in Table 1 below, 171 employers completed the survey, which represents a 51 percent return rate. Of the employers surveyed, 39 were identified by Ashland campus graduates, 105 by New Richmond, 18 by Online, 121 by Rice Lake, and 55 by Superior campus graduates.

Table 1
Employers Surveyed and Employers Responding
By Campus of Graduates

Campus	Employers Surveyed	Employers Responding	Percent Responding	Percent of Total Responses
Ashland	39	24	62%	14%
New Richmond	105	52	50%	30%
Online	18	9	50%	5%
Rice Lake	121	61	50%	36%
Superior	55	25	45%	15%
TOTAL	338	171	51%	100%

The questionnaire used for this study can be found in Appendix A. In Question 1 employers indicated how well the employee meets their expectations compared to their expectations of an entry-level employee in the following areas:

- Mastery of skill and knowledge in the field.
- Ability to perform technical skills of the profession.
- Ability to communicate effectively with co-workers and/or customers.
- Relevancy of graduates' skill and/or knowledge base in relationship to real world applications within the industry.
- Mastery of science, technology, engineering or math skills needed in the field.
- Overall preparedness for employment at your company.

Employers were also given the opportunity to indicate their satisfaction with the education received by WITC program graduates, if they would recommend WITC graduates to other employers, if they would hire WITC graduates again and how important WITC is to the overall success of their business. Responses to these questions can be found on pages 11 through 14.

In addition, WITC asked employers if the college was meeting their needs for training and desired services and how they would like to see courses delivered. Employers also responded to how they are utilizing the job bank, TechConnect, for posting openings and if they would be willing to serve in an advisory capacity for WITC programs. Responses to those questions start on page 15. Employers were given the opportunity to provide their recommendations for improving WITC graduates' skills. Employer's recommendations can be found in Appendix E by campus and program starting on page 95.

Summary information by college division can be found in Appendix B and by WITC campus in Appendix C. Appendix D contains program summaries for programs that had three or more employers responding to the survey.

Employer comments are summarized in Appendix E and arranged by WITC campus and the program in which the graduate that the employer hired completed.

Findings

In Question 1 employers were asked to indicate how they felt graduates hired were prepared for entry-level positions according to their expectation of an entry-level employee. Details can be found for each area on the following pages. As indicated in Table 2, 88% or more of employers indicated the attributes listed exceed or meet their expectation level of an entry-level employee.

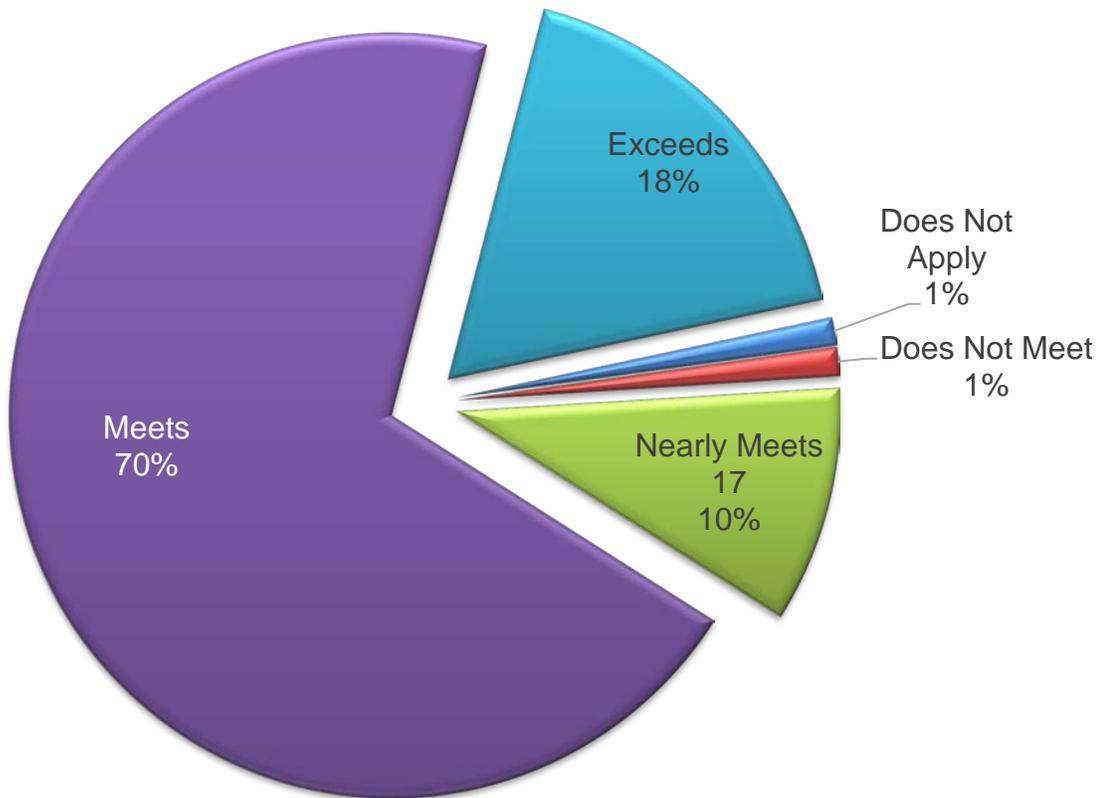
Table 2
Expectation Level
Percent of Employers Indicating Exceeds or Meets

EXPECTATION LEVEL	PERCENT OF EMPLOYERS INDICATING EXCEEDS OR MEETS
Mastery of skill and knowledge in the field	89%
Ability to perform technical skills of the profession	92%
Ability to communicate effectively with co-workers and/or customers	92%
Relevancy of graduates' skill and/or knowledge base in relationship to real world applications within the industry	88%
Mastery of science, technology, engineering or math skills needed in the field	90%
Overall preparedness for employment at your company	92%

Mastery of Skill and Knowledge in the Field

Employers were asked how well the graduate's mastery of skill and knowledge in the field related to the job meets their expectations compared to what is expected of an entry-level employee. As shown below, for graduates of all programs in all instructional divisions, 30 (18%) employers responding rated graduates as exceeding their expectations; 119 (70%) as meeting their expectations; and 17 (10%) as nearly meeting their expectations. Two employers (1%) indicated that graduates did not meet their expectations and two (1%) Does Not Apply.

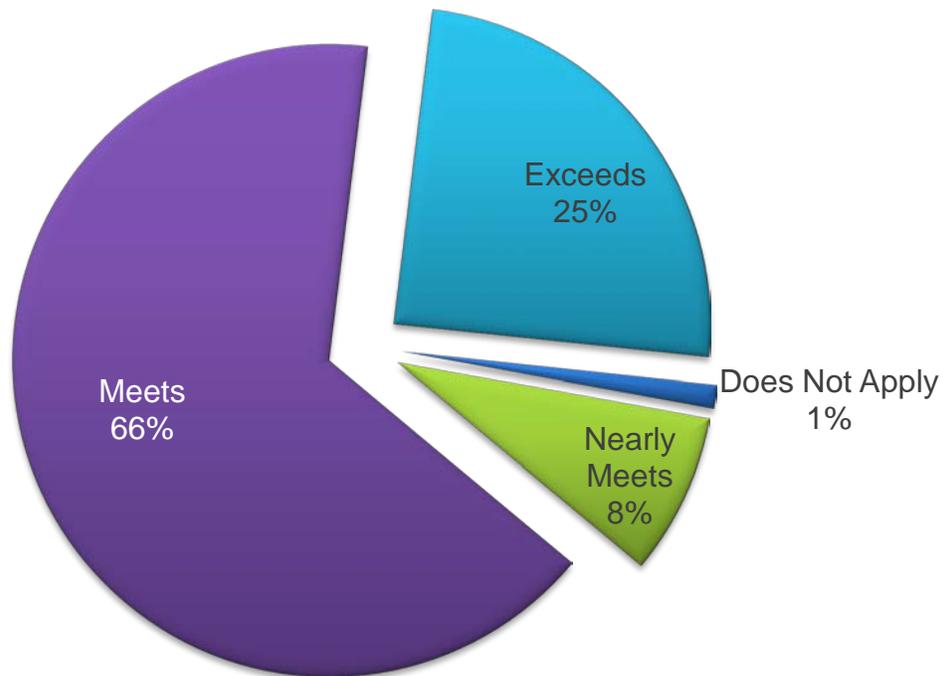
Figure 1
Mastery of Skill and Knowledge in the Field



Ability to Perform Technical Skills of the Profession

As indicated below, 42 (25%) employers rated graduates as exceeding their expectations of an entry-level employee in their ability to perform technical skills of the profession; 112 (66%) as meeting their expectations; and 14 (8%) as nearly meeting their expectations. Two employers (1%) indicated Does Not Apply.

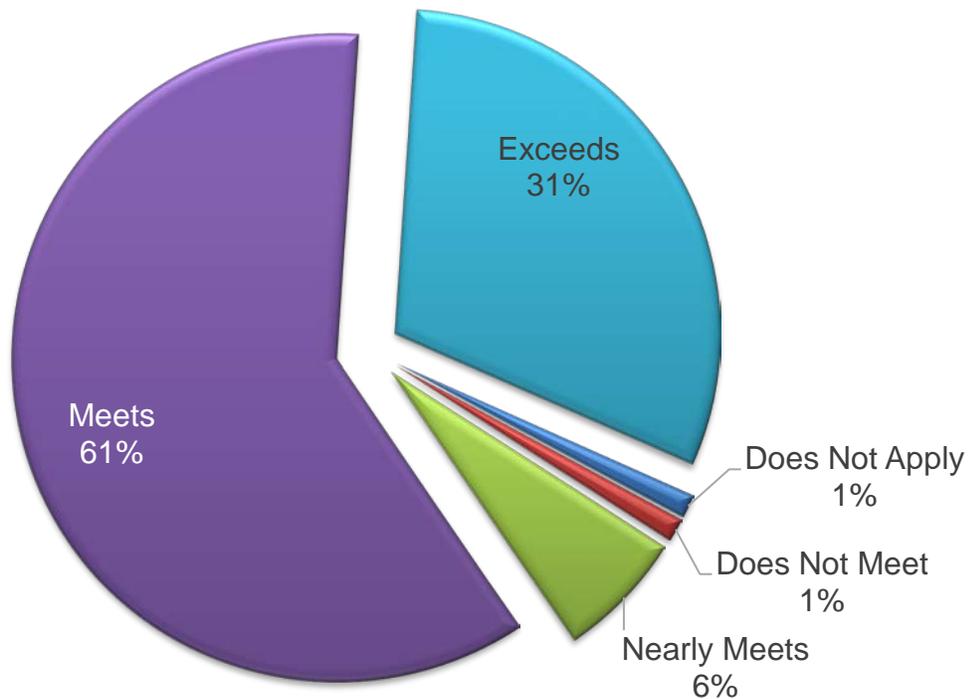
Figure 2
Ability to Perform Technical Skills of the Profession



Ability to Communicate Effectively

Graduates were rated on their ability to communicate effectively with co-workers and/or customers. Fifty-two (31%) employers said that graduates exceeded their expectations; 103 (61%) met their expectations; and 11 (6%) nearly met their expectations. Two employers (1%) indicated that WITC graduates did not meet their expectations, and two employers (1%) indicated Does Not Apply.

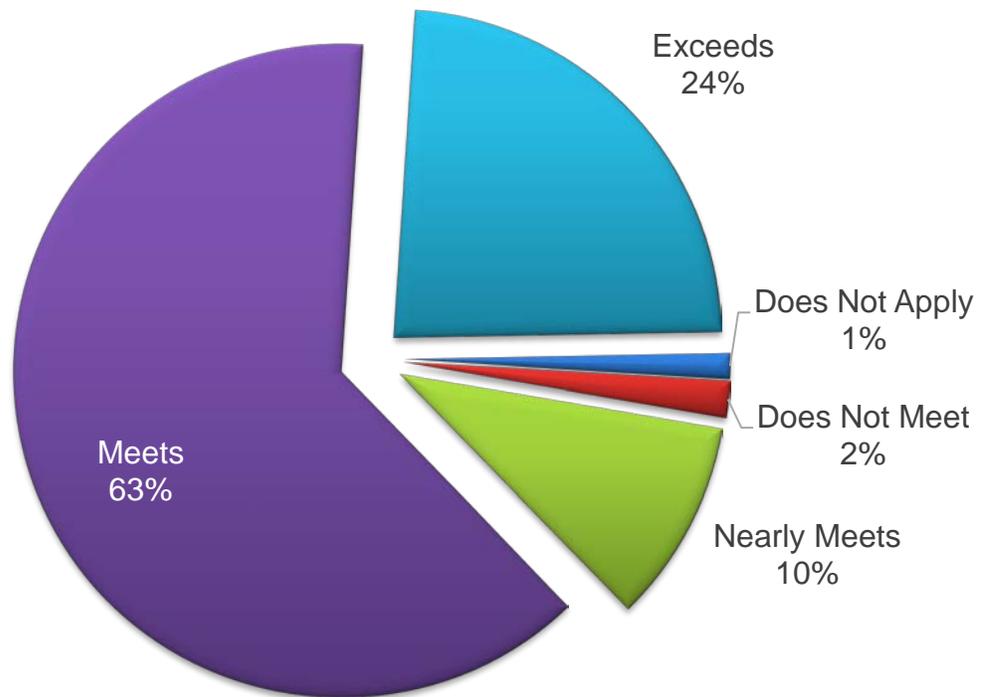
Figure 3
Ability to Communicate Effectively With Co-Workers and/or Customers



Relevancy of Graduates' Skill and/or Knowledge Base

Employers rated graduates on the relevancy of their skill and/or knowledge base in relationship to real world applications within the industry. Forty (24%) employers indicated that graduates exceeded their expectations; 107 (63%) as meeting their expectations; and 17 (10%) as nearly meeting their expectations. Three (2%) employers indicated that WITC graduates did not meet their expectations, and two (1%) employers indicated Does Not Apply.

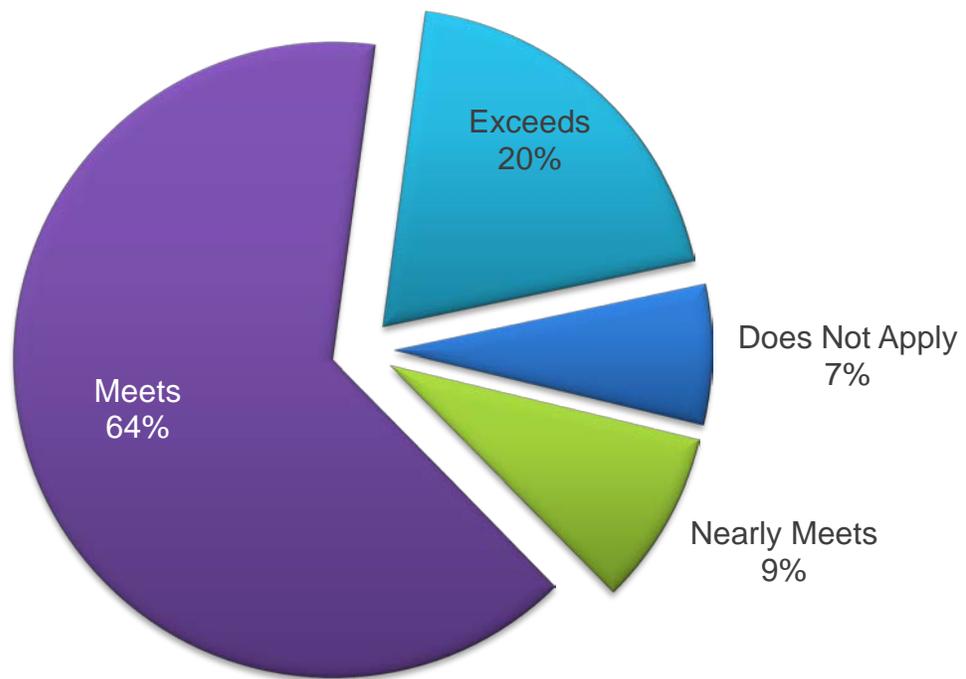
Figure 4
Relevancy of Graduates' Skill and/or Knowledge Base



Mastery of Science, Technology, Engineering or Math Skills Needed in the Field

As indicated below, employers were asked to rate graduates' mastery of science, technology, engineering or math skills needed in the field. Thirty-three (20%) employers rated graduates as exceeding their expectations; 109 (64%) as meeting their expectations; and 15 (9%) as nearly meeting their expectations. Twelve (7%) employers indicated Does Not Apply.

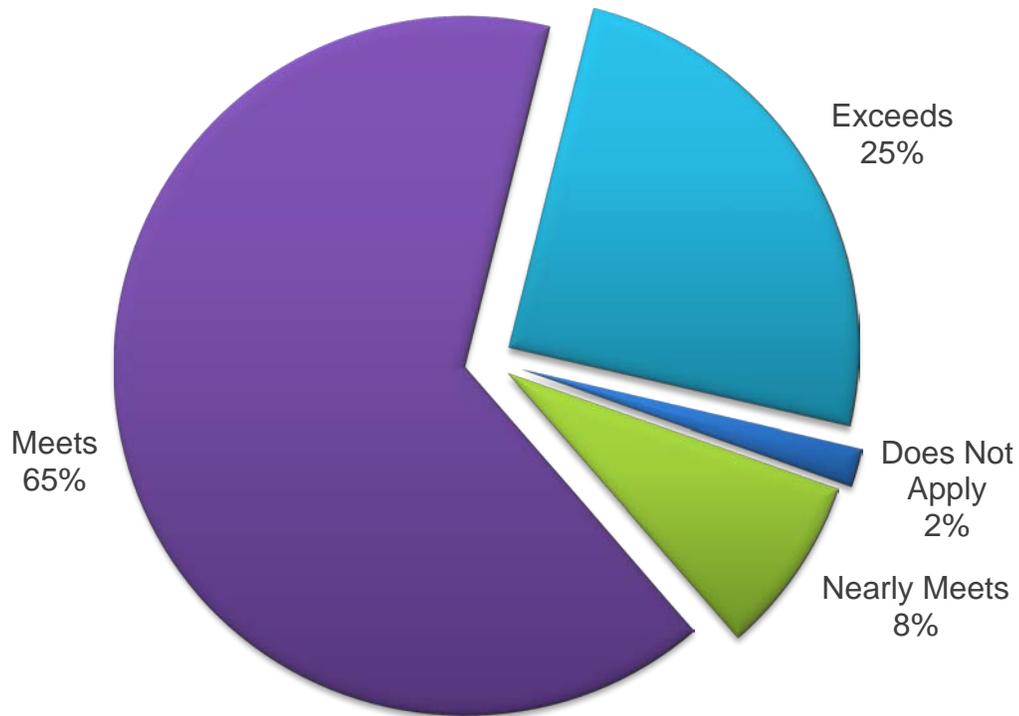
Figure 5
Mastery of Science, Technology, Engineering or Math Skills Needed in the Field



Overall Preparedness for Employment

Employers were asked to rate the entry-level employee on his/her overall preparedness for employment at their company. Forty-two (25%) employers indicated that graduates exceeded their expectations; 111 (65%) as meeting their expectations; and 14 (8%) as nearly meeting their expectations. No employers indicated that WITC graduates did not meet their expectations, and three (2%) indicated Does Not Apply.

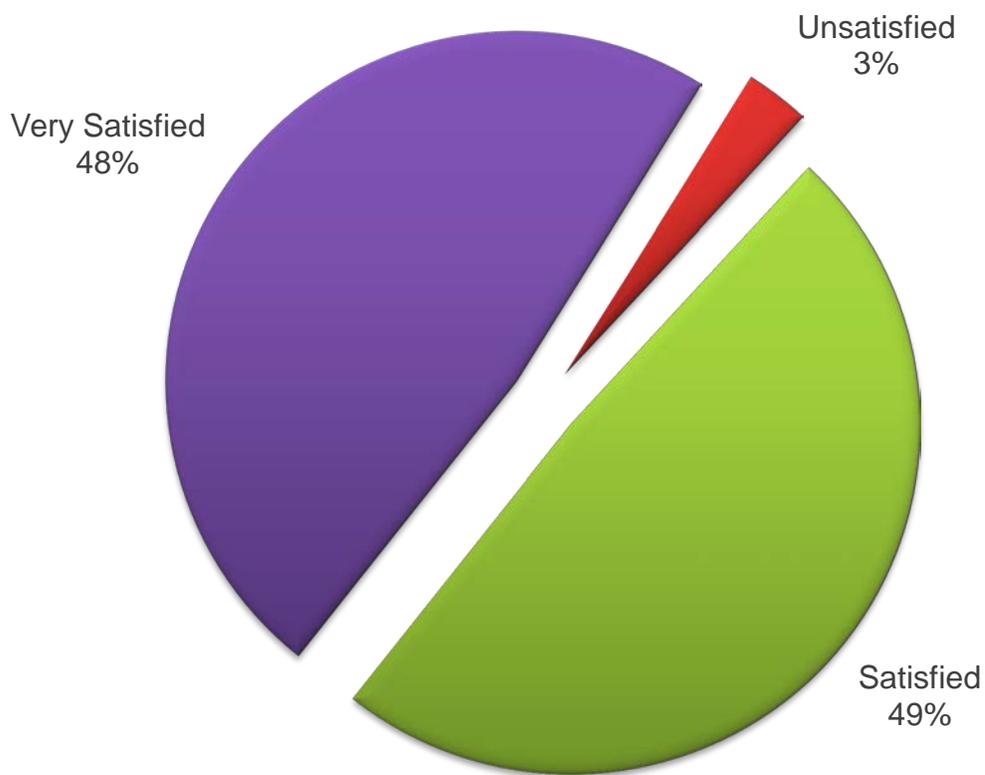
Figure 6
Overall Preparedness for Employment



Satisfaction with Technical College Education

Employers were asked to rate their satisfaction level of the graduates' technical college education. As indicated in Figure 7, 97% of employers were satisfied or very satisfied with WITC program graduates' education.

Figure 7
Satisfaction with Graduates' Technical College Education



Employers Who Would Recommend WITC Graduates To Another Employer

Employers were asked if they would recommend WITC graduates to another employer. As indicated in Figure 8, 92% of employers would recommend WITC graduates, 7% said maybe they would recommend, and 1% would not recommend WITC graduates.

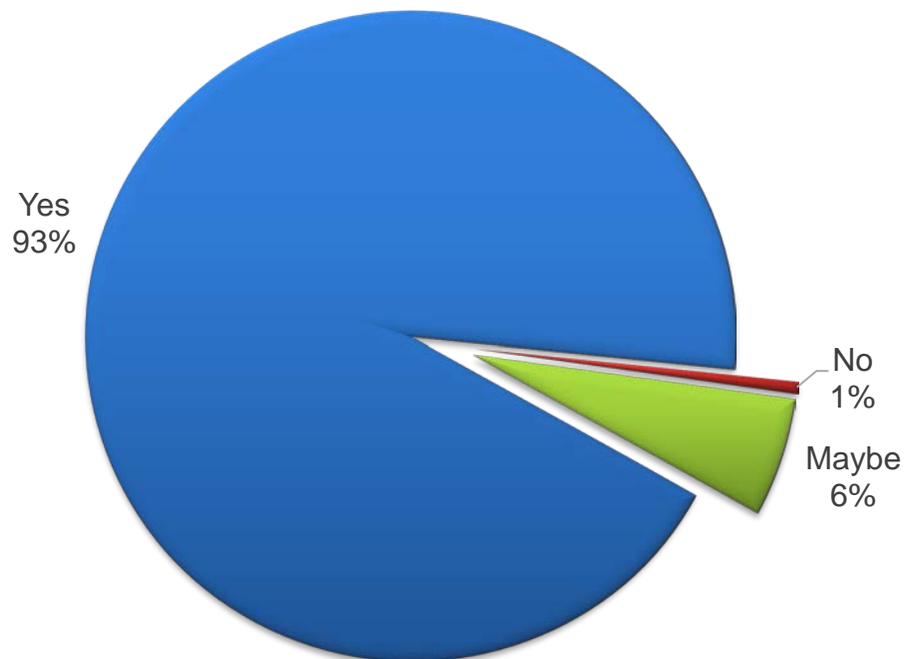
Figure 8
Percent of Employers Who Would Recommend WITC Graduates To Another Employer



Employers Who Would Hire WITC Graduates Again

Employers were asked if they would hire WITC graduates again. As indicated in Figure 9 below, 93% of employers would hire WITC graduates again, 6% said maybe they would hire WITC graduates again, and 1% said they would not hire a WITC graduate again.

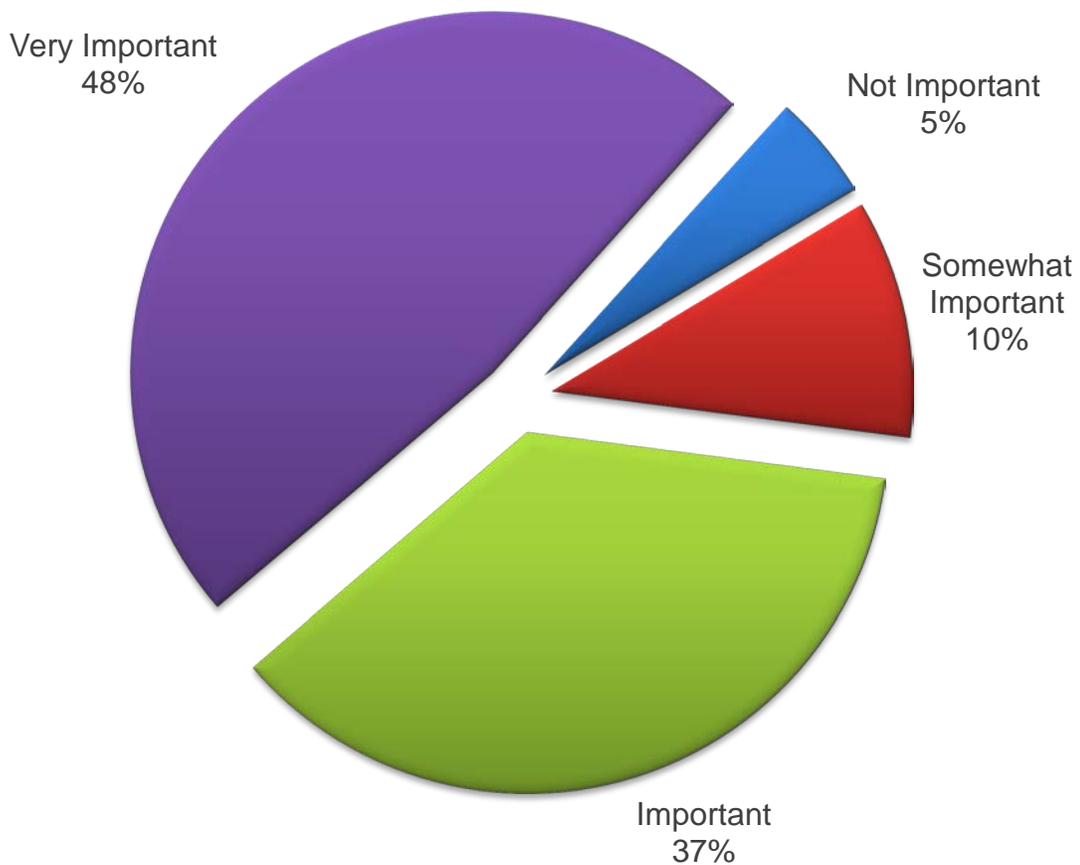
Figure 9
Percent of Employers Who Would Hire WITC Graduates Again



Importance WITC Is to Overall Success of Business

Employers were asked how important WITC is to the overall success of their business. As indicated in Figure 10 below, 48% of employers thought WITC was Very Important to the success of their business, 37% said Important, 10% said Somewhat Important, and 5% said WITC was Not Important.

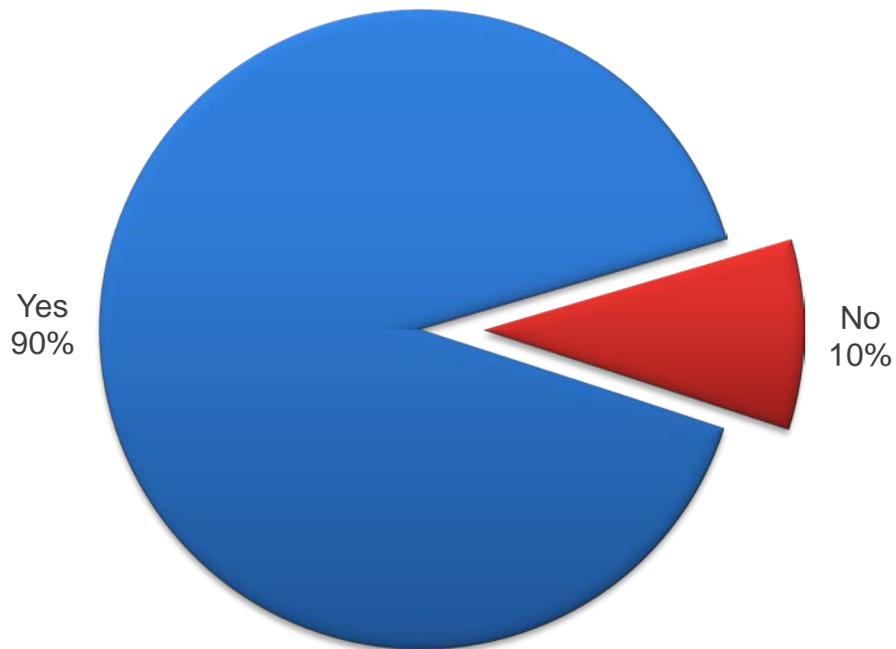
Figure 10
Importance WITC Is To Overall Success of Employers Business



Employers Who Indicated WITC Provided Desired Services For Employers

Employers were asked if WITC provided the desired services they need. As indicated in Figure 11 below, 90% of employers thought WITC provided desired services they need for their business. Ten percent (10%) indicated that desired services were not provided. Additional employer comments are included in Appendix E.

Figure 11
WITC Has Provided Desired Services Needed by Employers



Employers Who Have Specific Training Needs

Employers were asked if they have specific needs for their employees. As indicated in Figure 12 below, 44% of employers have specific needs for their employees and 56% said they do not have specific needs. Additional employer comments are included in Appendix E.

Figure 12
Employers Who Have Specific Training Needs for Employees



Employers Desired Method of Course Delivery

Employers were asked in what manner they would like courses delivered. As indicated in Table 3 below, 58.5% would prefer Face to face, on-site with an instructor, 34.5% chose Internet/Online Course delivery, 18.7% would like Two-way Interactive video classes (ITV/IPV), 35.1% would like delivery of courses on a flexible evening/weekend session, and 1.8% chose Other delivery. Specific forms of other delivery methods are included in Appendix E.

Table 3
Employers Input on Method of Courses Delivered

Method of Course Delivery	Number and Percent Responding
Face to face, on-site with an instructor	100 (58.5%)
Internet/Online Courses	59 (34.5%)
Two-way Interactive video classes (ITV/IPV)	32 (18.7%)
Flexible evening/weekend sessions	60 (35.1%)
Other (please specify)	3 (1.8%)

Employers Utilizing the Job Bank, TechConnect

Employers were asked if they are currently utilizing the job bank, TechConnect, to list job openings at their company. As indicated in Figure 13 below, 79% indicated they do not utilize TechConnect, while only 21% of employers said they utilize TechConnect. If the employer indicated no, they do not utilize, the employer was asked if they would like additional information about how to list job openings on the job bank, TechConnect, results are shown in Figure 14 below.

Figure 13

Employers Currently Utilizing the Job Bank, TechConnect

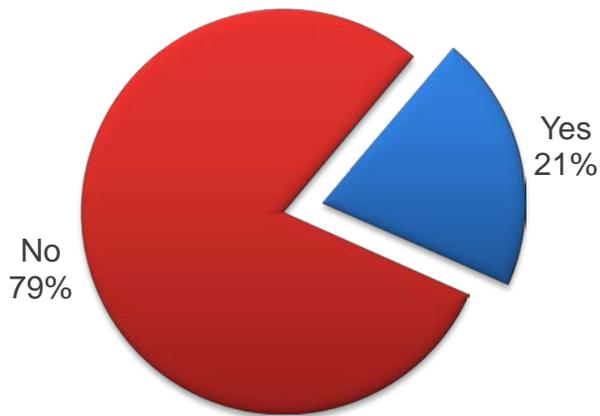
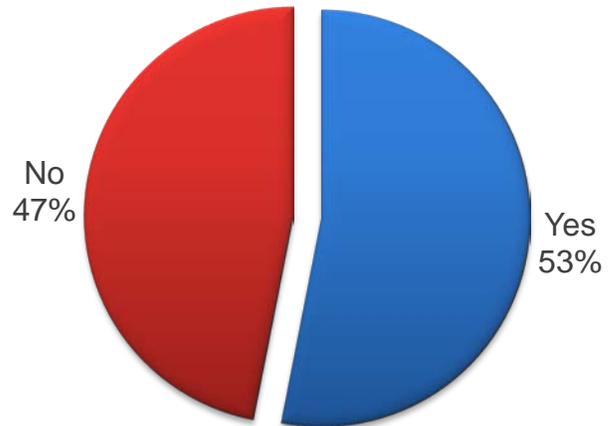


Figure 14

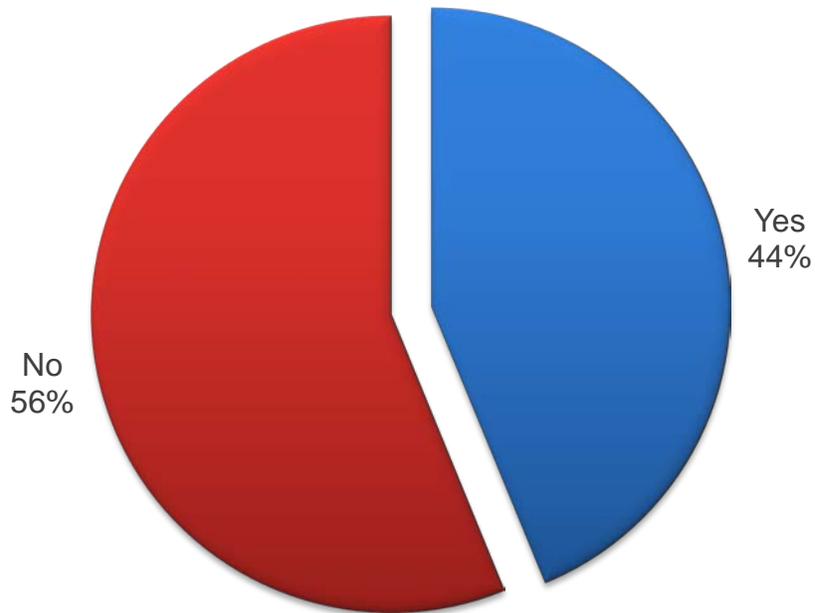
Employers Who Would Like Additional Information on How to List Jobs on the Job Bank, TechConnect



Employers' Interest on Serving on Program Advisory Committee

Employers were asked if they are interested in helping to shape the future of WITC programs by serving on a program advisory committee. As indicated in Figure 15 below, 56% said they are not interested, 44% said they would be willing to serve on a committee.

Figure 15
Percent of Employers Interested in Helping Shape the Future of our Programs by Serving on a Program Advisory Committee



APPENDIX A



WITC Employer Survey

1. Please indicate how well you feel WITC's «Academic_Plan_Ldesc» Program prepares graduates for entry-level positions compared to your *expectations* of an entry-level employee.

Circle one number for each statement. If the statement does not apply to fields in which you have hired WITC graduates, circle 0 – Does Not Apply.

	Expectation Level				
	Exceeds	Meets	Nearly Meets	Does Not Meet	Does Not Apply
Mastery of knowledge in the field	4	3	2	1	0
Ability to perform technical skills of the profession	4	3	2	1	0
Ability to communicate effectively with co-workers and/or customers	4	3	2	1	0
Relevancy of graduates' skill and/or knowledge base in relationship to real world applications within the industry	4	3	2	1	0
Mastery of science, technology, engineering or math skills needed in the field	4	3	2	1	0
Overall preparedness for employment at your company	4	3	2	1	0

2. How satisfied are you with WITC «Academic_Plan_Ldesc» graduates' technical college education?

- Very Satisfied
 Satisfied
 Unsatisfied
 Very Unsatisfied

3. Would you recommend graduates of WITC's «Academic_Plan_Ldesc» program to another employer?

- Yes
 No
 Maybe

4. Would you hire a WITC college graduate again?

- Yes
 No
 Maybe

5. How important is WITC to the overall success of your business?

- Very Important
 Important
 Somewhat Important
 Not Important

6. Do you have any recommendations for improving WITC graduates' skills?

7. Has WITC provided you with the desired services you need?

Yes

No

If no, what additional services would you like WITC to provide?

8. Do you have specific training needs for your employees?

Yes

No

If yes, what are they?

9. In what manner would you like courses delivered? (Check all that apply)

Face to face, on-site with an instructor

Internet/Online Courses

Two-way Interactive video classes (ITV/IPV)

Flexible evening/weekend sessions

Other (please specify) _____

10. Are you currently utilizing WITC's job bank, WisconsinTechConnect, to list job openings at your company?

Yes

No

11. If no, would you like additional information about how to list job openings on WITC's job bank, WisconsinTechConnect?

Yes

No

12. Are you interested in helping to shape the future of our programs by serving on a program advisory committee?

Yes

No

13. To assist us in keeping our records up-to-date, please provide us with your current e-mail and mailing addresses.

E-mail address _____@_____

Company name _____

Address _____

City, State, Zip _____

«Number»

**Please return to WITC in the enclosed envelope.
THANK YOU.**

APPENDIX B

2017 Employer Satisfaction Report Collegewide Results

N=170

	EXPECTATION LEVEL								
	Exceeds		Meets		Nearly Meets		Does Not Meet		Does Not Apply
Mastery of skill and knowledge in the field	30	18%	119	70%	17	10%	2	1%	2
Ability to perform technical skills of the profession	42	25%	112	66%	14	8%	-	-	2
Ability to communicate effectively with co-workers and/or customers	52	31%	103	61%	11	6%	2	1%	2
Relevancy of graduates' skill and/or knowledge base in relationship to real world applications within the industry	40	24%	107	63%	17	10%	3	2%	2
Mastery of science, technology, engineering or math skills needed in the field	33	20%	109	64%	15	9%	-	-	12
Overall preparedness for employment at your company	42	25%	111	65%	14	8%	-	-	3

	SATISFACTION LEVEL							
	Very Satisfied		Satisfied		Unsatisfied		Very Unsatisfied	
Satisfaction With Graduates' Education	81	48%	82	49%	5	3%	-	-

	Yes		No		Maybe	
Recommend WITC Graduates to Another Employer	156	92%	2	1%	11	7%
Hire WITC Graduate Again	159	94%	1	1%	10	6%

	IMPORTANCE LEVEL							
	Very Important		Important		Somewhat Important		Not Important	
How important is WITC to the overall success of your business?	81	48%	62	37%	18	11%	8	5%

	Yes		No	
Has WITC provided you with the desired services you need?	142	90%	15	10%
Do you have specific training needs for your employees?	68	44%	88	56%

In what manner would you like courses delivered? (Check all that apply)	Count	Percent
Face to face, on-site with an instructor	100	58%
Internet/Online Courses	59	35%
Two-way Interactive video classes (ITV/IPV)	32	19%
Flexible evening/weekend sessions	60	35%
Other (please specify)	4	2%

	Yes		No	
Are you currently utilizing WITC's job bank, Wisconsin TechConnect, to list job openings at your company?	31	21%	120	79%
If no, would you like additional information about how to list job openings on WITC's job bank, Wisconsin TechConnect?	69	53%	61	47%
Are you interested in helping to shape the future of our programs by serving on a program advisory committee?	67	44%	86	56%

2017 Employer Satisfaction Report Business Division Results

N=19

	EXPECTATION LEVEL								
	Exceeds		Meets		Nearly Meets		Does Not Meet		Does Not Apply
Mastery of skill and knowledge in the field	6	32%	10	53%	2	11%	-	-	1
Ability to perform technical skills of the profession	9	47%	8	42%	1	5%	-	-	1
Ability to communicate effectively with co-workers and/or customers	12	63%	6	32%	-	-	-	-	1
Relevancy of graduates' skill and/or knowledge base in relationship to real world applications within the industry	7	37%	9	47%	2	11%	-	-	1
Mastery of science, technology, engineering or math skills needed in the field	7	37%	6	32%	3	16%	-	-	3
Overall preparedness for employment at your company	7	37%	10	53%	1	5%	-	-	1

	SATISFACTION LEVEL							
	Very Satisfied		Satisfied		Unsatisfied		Very Unsatisfied	
Satisfaction With Graduates' Education	10	56%	8	44%	-	-	-	-

	Yes		No		Maybe	
Recommend WITC Graduates to Another Employer	16	89%	1	6%	1	6%
Hire WITC Graduate Again	17	89%	1	5%	1	5%

	IMPORTANCE LEVEL							
	Very Important		Important		Somewhat Important		Not Important	
How important is WITC to the overall success of your business?	7	37%	7	37%	3	16%	2	11%

	Yes		No	
Has WITC provided you with the desired services you need?	16	89%	2	11%
Do you have specific training needs for your employees?	4	22%	14	78%

In what manner would you like courses delivered? (Check all that apply)	Count	Percent
Face to face, on-site with an instructor	10	53%
Internet/Online Courses	10	53%
Two-way Interactive video classes (ITV/IPV)	2	11%
Flexible evening/weekend sessions	6	32%
Other (please specify)	-	-

	Yes		No	
Are you currently utilizing WITC's job bank, Wisconsin TechConnect, to list job openings at your company?	3	18%	14	82%
If no, would you like additional information about how to list job openings on WITC's job bank, Wisconsin TechConnect?	6	43%	8	57%
Are you interested in helping to shape the future of our programs by serving on a program advisory committee?	5	31%	11	69%

2017 Employer Satisfaction Report Continuing Education Division Results

N=3

	EXPECTATION LEVEL								
	Exceeds		Meets		Nearly Meets		Does Not Meet		Does Not Apply
Mastery of skill and knowledge in the field	1	33%	2	67%	-	-	-	-	-
Ability to perform technical skills of the profession	1	33%	2	67%	-	-	-	-	-
Ability to communicate effectively with co-workers and/or customers	1	33%	2	67%	-	-	-	-	-
Relevancy of graduates' skill and/or knowledge base in relationship to real world applications within the industry	3	100%	-	-	-	-	-	-	-
Mastery of science, technology, engineering or math skills needed in the field	1	33%	2	67%	-	-	-	-	-
Overall preparedness for employment at your company	2	67%	1	33%	-	-	-	-	-

	SATISFACTION LEVEL							
	Very Satisfied		Satisfied		Unsatisfied		Very Unsatisfied	
Satisfaction With Graduates' Education	3	100%	-	-	-	-	-	-

	Yes		No		Maybe	
Recommend WITC Graduates to Another Employer	3	100%	-	-	-	-
Hire WITC Graduate Again	3	100%	-	-	-	-

	IMPORTANCE LEVEL							
	Very Important		Important		Somewhat Important		Not Important	
How important is WITC to the overall success of your business?	1	33%	2	67%	-	-	-	-

	Yes		No	
Has WITC provided you with the desired services you need?	3	100%	-	-
Do you have specific training needs for your employees?	1	33%	2	67%

In what manner would you like courses delivered? (Check all that apply)	Count	Percent
Face to face, on-site with an instructor	2	67%
Internet/Online Courses	1	33%
Two-way Interactive video classes (ITV/IPV)	1	33%
Flexible evening/weekend sessions	1	33%
Other (please specify)	-	-

	Yes		No	
Are you currently utilizing WITC's job bank, Wisconsin TechConnect, to list job openings at your company?	1	50%	1	50%
If no, would you like additional information about how to list job openings on WITC's job bank, Wisconsin TechConnect?	2	67%	1	33%
Are you interested in helping to shape the future of our programs by serving on a program advisory committee?	1	33%	2	67%

2017 Employer Satisfaction Report Family and Consumer Services Division Results

N=19

	EXPECTATION LEVEL								
	Exceeds		Meets		Nearly Meets		Does Not Meet		Does Not Apply
Mastery of skill and knowledge in the field	5	28%	12	67%	1	6%	-	-	-
Ability to perform technical skills of the profession	8	44%	9	50%	1	6%	-	-	-
Ability to communicate effectively with co-workers and/or customers	10	56%	7	39%	1	6%	-	-	-
Relevancy of graduates' skill and/or knowledge base in relationship to real world applications within the industry	9	50%	8	44%	1	6%	-	-	-
Mastery of science, technology, engineering or math skills needed in the field	5	28%	8	44%	2	11%	-	-	-
Overall preparedness for employment at your company	7	39%	10	56%	1	6%	-	-	-

	SATISFACTION LEVEL							
	Very Satisfied		Satisfied		Unsatisfied		Very Unsatisfied	
Satisfaction With Graduates' Education	13	72%	5	28%	-	-	-	-

	Yes		No		Maybe	
Recommend WITC Graduates to Another Employer	17	94%	-	-	1	6%
Hire WITC Graduate Again	17	94%	-	-	1	6%

	IMPORTANCE LEVEL							
	Very Important		Important		Somewhat Important		Not Important	
How important is WITC to the overall success of your business?	12	67%	2	11%	3	17%	1	6%

	Yes		No	
Has WITC provided you with the desired services you need?	11	85%	2	15%
Do you have specific training needs for your employees?	11	73%	4	27%

In what manner would you like courses delivered? (Check all that apply)	Count	Percent
Face to face, on-site with an instructor	10	53%
Internet/Online Courses	9	47%
Two-way Interactive video classes (ITV/IPV)	2	11%
Flexible evening/weekend sessions	5	26%
Other (please specify)	1	5%

	Yes		No	
Are you currently utilizing WITC's job bank, Wisconsin TechConnect, to list job openings at your company?	1	6%	15	94%
If no, would you like additional information about how to list job openings on WITC's job bank, Wisconsin TechConnect?	9	64%	5	36%
Are you interested in helping to shape the future of our programs by serving on a program advisory committee?	7	47%	8	53%

2017 Employer Satisfaction Report Nursing and Allied Health Division Results

N=75

	EXPECTATION LEVEL								
	Exceeds		Meets		Nearly Meets		Does Not Meet		Does Not Apply
Mastery of skill and knowledge in the field	12	16%	57	76%	5	7%	1	1%	-
Ability to perform technical skills of the profession	14	19%	55	73%	6	8%	-	-	-
Ability to communicate effectively with co-workers and/or customers	15	20%	54	72%	5	7%	1	1%	-
Relevancy of graduates' skill and/or knowledge base in relationship to real world applications within the industry	13	18%	54	73%	5	7%	2	3%	-
Mastery of science, technology, engineering or math skills needed in the field	12	16%	57	77%	2	3%	-	-	3
Overall preparedness for employment at your company	15	20%	54	72%	6	8%	-	-	-

	SATISFACTION LEVEL							
	Very Satisfied		Satisfied		Unsatisfied		Very Unsatisfied	
Satisfaction With Graduates' Education	37	49%	36	48%	2	3%	-	-

	Yes		No		Maybe	
Recommend WITC Graduates to Another Employer	69	92%	1	1%	5	7%
Hire WITC Graduate Again	71	95%	-	-	4	5%

	IMPORTANCE LEVEL							
	Very Important		Important		Somewhat Important		Not Important	
How important is WITC to the overall success of your business?	42	56%	24	32%	7	9%	2	3%

	Yes		No	
Has WITC provided you with the desired services you need?	67	93%	5	7%
Do you have specific training needs for your employees?	30	42%	41	58%

In what manner would you like courses delivered? (Check all that apply)	Count	Percent
Face to face, on-site with an instructor	43	57%
Internet/Online Courses	25	33%
Two-way Interactive video classes (ITV/IPV)	16	21%
Flexible evening/weekend sessions	29	39%
Other (please specify)	1	1%

	Yes		No	
Are you currently utilizing WITC's job bank, Wisconsin TechConnect, to list job openings at your company?	12	19%	52	81%
If no, would you like additional information about how to list job openings on WITC's job bank, Wisconsin TechConnect?	34	61%	22	39%
Are you interested in helping to shape the future of our programs by serving on a program advisory committee?	33	49%	34	51%

2017 Employer Satisfaction Report Public Safety Division Results

N=10

	EXPECTATION LEVEL								
	Exceeds		Meets		Nearly Meets		Does Not Meet		Does Not Apply
Mastery of skill and knowledge in the field	1	10%	8	80%	1	10%	-	-	-
Ability to perform technical skills of the profession	3	30%	7	70%	-	-	-	-	-
Ability to communicate effectively with co-workers and/or customers	3	30%	6	60%	1	10%	-	-	-
Relevancy of graduates' skill and/or knowledge base in relationship to real world applications within the industry	1	10%	8	80%	1	10%	-	-	-
Mastery of science, technology, engineering or math skills needed in the field	2	20%	5	50%	2	20%	-	-	1
Overall preparedness for employment at your company	3	30%	6	60%	-	-	-	-	1

	SATISFACTION LEVEL							
	Very Satisfied		Satisfied		Unsatisfied		Very Unsatisfied	
Satisfaction With Graduates' Education	3	30%	6	60%	1	10%	-	-

	Yes		No		Maybe	
Recommend WITC Graduates to Another Employer	8	80%	-	-	2	20%
Hire WITC Graduate Again	8	80%	-	-	2	20%

	IMPORTANCE LEVEL							
	Very Important		Important		Somewhat Important		Not Important	
How important is WITC to the overall success of your business?	8	80%	2	20%	-	-	-	-

	Yes		No	
Has WITC provided you with the desired services you need?	9	90%	1	10%
Do you have specific training needs for your employees?	5	56%	4	44%

In what manner would you like courses delivered? (Check all that apply)	Count	Percent
Face to face, on-site with an instructor	7	70%
Internet/Online Courses	5	50%
Two-way Interactive video classes (ITV/IPV)	4	40%
Flexible evening/weekend sessions	6	60%
Other (please specify)	2	20%

	Yes		No	
Are you currently utilizing WITC's job bank, Wisconsin TechConnect, to list job openings at your company?	2	20%	8	80%
If no, would you like additional information about how to list job openings on WITC's job bank, Wisconsin TechConnect?	2	22%	7	78%
Are you interested in helping to shape the future of our programs by serving on a program advisory committee?	5	56%	4	44%

2017 Employer Satisfaction Report Technology and Industry Division Results

N=45

	EXPECTATION LEVEL								
	Exceeds		Meets		Nearly Meets		Does Not Meet		Does Not Apply
Mastery of skill and knowledge in the field	5	11%	30	67%	8	18%	1	2%	1
Ability to perform technical skills of the profession	7	16%	31	69%	6	13%	-	-	1
Ability to communicate effectively with co-workers and/or customers	11	24%	28	62%	4	9%	1	2%	1
Relevancy of graduates' skill and/or knowledge base in relationship to real world applications within the industry	7	16%	28	62%	8	18%	1	2%	1
Mastery of science, technology, engineering or math skills needed in the field	6	13%	31	69%	6	13%	-	-	2
Overall preparedness for employment at your company	8	18%	30	67%	6	13%	-	-	1

	SATISFACTION LEVEL							
	Very Satisfied		Satisfied		Unsatisfied		Very Unsatisfied	
Satisfaction With Graduates' Education	15	34%	27	61%	2	5%	-	-

	Yes		No		Maybe	
Recommend WITC Graduates to Another Employer	43	96%	-	-	2	4%
Hire WITC Graduate Again	43	96%	-	-	2	4%

	IMPORTANCE LEVEL							
	Very Important		Important		Somewhat Important		Not Important	
How important is WITC to the overall success of your business?	11	25%	25	57%	5	11%	3	7%

	Yes		No	
Has WITC provided you with the desired services you need?	36	88%	5	12%
Do you have specific training needs for your employees?	17	43%	23	58%

In what manner would you like courses delivered? (Check all that apply)	Count	Percent
Face to face, on-site with an instructor	28	62%
Internet/Online Courses	9	20%
Two-way Interactive video classes (ITV/IPV)	7	16%
Flexible evening/weekend sessions	13	29%
Other (please specify)	-	-

	Yes		No	
Are you currently utilizing WITC's job bank, Wisconsin TechConnect, to list job openings at your company?	12	29%	30	71%
If no, would you like additional information about how to list job openings on WITC's job bank, Wisconsin TechConnect?	16	47%	18	53%
Are you interested in helping to shape the future of our programs by serving on a program advisory committee?	16	37%	27	63%

APPENDIX C

2017 Employer Satisfaction Report Ashland Campus Results

N=24

	EXPECTATION LEVEL									
	Exceeds		Meets		Nearly Meets		Does Not Meet		Does Not Apply	
Mastery of skill and knowledge in the field	3	13%	19	79%	2	8%	-	-	-	-
Ability to perform technical skills of the profession	7	29%	16	67%	1	4%	-	-	-	-
Ability to communicate effectively with co-workers and/or customers	6	25%	15	63%	2	8%	1	4%	-	-
Relevancy of graduates' skill and/or knowledge base in relationship to real world applications within the industry	5	22%	15	65%	3	13%	-	-	-	-
Mastery of science, technology, engineering or math skills needed in the field	5	21%	15	63%	2	8%	-	-	-	2
Overall preparedness for employment at your company	6	25%	16	67%	2	8%	-	-	-	-

	SATISFACTION LEVEL							
	Very Satisfied		Satisfied		Unsatisfied		Very Unsatisfied	
Satisfaction With Graduates' Education	11	46%	13	54%	-	-	-	-

	Yes		No		Maybe	
Recommend WITC Graduates to Another Employer	23	96%	-	-	1	4%
Hire WITC Graduate Again	23	96%	-	-	1	4%

	IMPORTANCE LEVEL							
	Very Important		Important		Somewhat Important		Not Important	
How important is WITC to the overall success of your business?	16	67%	5	21%	3	13%	-	-

	Yes		No	
Has WITC provided you with the desired services you need?	22	96%	1	4%
Do you have specific training needs for your employees?	9	39%	14	61%

In what manner would you like courses delivered? (Check all that apply)	Count	Percent
Face to face, on-site with an instructor	17	71%
Internet/Online Courses	7	29%
Two-way Interactive video classes (ITV/IPV)	3	13%
Flexible evening/weekend sessions	8	33%
Other (please specify)	-	-

	Yes		No	
	Are you currently utilizing WITC's job bank, Wisconsin TechConnect, to list job openings at your company?	3	13%	20
If no, would you like additional information about how to list job openings on WITC's job bank, Wisconsin TechConnect?	11	58%	8	42%
Are you interested in helping to shape the future of our programs by serving on a program advisory committee?	14	64%	8	36%

2017 Employer Satisfaction Report New Richmond Campus Results N=52

	EXPECTATION LEVEL								
	Exceeds		Meets		Nearly Meets		Does Not Meet		Does Not Apply
Mastery of skill and knowledge in the field	10	19%	37	71%	5	10%	-	-	-
Ability to perform technical skills of the profession	10	19%	38	73%	4	8%	-	-	-
Ability to communicate effectively with co-workers and/or customers	14	27%	34	65%	3	6%	1	2%	-
Relevancy of graduates' skill and/or knowledge base in relationship to real world applications within the industry	13	25%	38	73%	1	2%	-	-	-
Mastery of science, technology, engineering or math skills needed in the field	9	17%	40	77%	3	6%	-	-	-
Overall preparedness for employment at your company	13	25%	35	67%	4	8%	-	-	-

	SATISFACTION LEVEL							
	Very Satisfied		Satisfied		Unsatisfied		Very Unsatisfied	
Satisfaction With Graduates' Education	24	46%	27	52%	1	2%	-	-

	Yes		No		Maybe	
Recommend WITC Graduates to Another Employer	51	98%	1	2%	-	-
Hire WITC Graduate Again	51	98%	-	-	1	2%

	IMPORTANCE LEVEL							
	Very Important		Important		Somewhat Important		Not Important	
How important is WITC to the overall success of your business?	24	46%	22	42%	4	8%	2	4%

	Yes		No	
Has WITC provided you with the desired services you need?	44	92%	4	8%
Do you have specific training needs for your employees?	22	47%	25	53%

In what manner would you like courses delivered? (Check all that apply)	Count	Percent
Face to face, on-site with an instructor	26	50%
Internet/Online Courses	18	35%
Two-way Interactive video classes (ITV/IPV)	12	23%
Flexible evening/weekend sessions	17	33%
Other (please specify)	1	2%

	Yes		No	
Are you currently utilizing WITC's job bank, Wisconsin TechConnect, to list job openings at your company?	11	24%	34	76%
If no, would you like additional information about how to list job openings on WITC's job bank, Wisconsin TechConnect?	22	55%	18	45%
Are you interested in helping to shape the future of our programs by serving on a program advisory committee?	18	37%	31	63%

2017 Employer Satisfaction Report Online Campus Results

N=9

	EXPECTATION LEVEL									
	Exceeds		Meets		Nearly Meets		Does Not Meet		Does Not Apply	
Mastery of skill and knowledge in the field	2	22%	4	44%	2	22%	1	11%	-	
Ability to perform technical skills of the profession	3	33%	4	44%	2	22%	-	-	-	
Ability to communicate effectively with co-workers and/or customers	3	33%	5	56%	1	11%	-	-	-	
Relevancy of graduates' skill and/or knowledge base in relationship to real world applications within the industry	5	56%	2	22%	1	11%	1	11%	-	
Mastery of science, technology, engineering or math skills needed in the field	3	33%	3	33%	2	22%	-	-	1	
Overall preparedness for employment at your company	2	22%	6	67%	1	11%	-	-	-	

	SATISFACTION LEVEL							
	Very Satisfied		Satisfied		Unsatisfied		Very Unsatisfied	
Satisfaction With Graduates' Education	4	44%	4	44%	1	11%	-	-

	Yes		No		Maybe	
Recommend WITC Graduates to Another Employer	6	67%	-	-	3	33%
Hire WITC Graduate Again	5	56%	-	-	4	44%

	IMPORTANCE LEVEL							
	Very Important		Important		Somewhat Important		Not Important	
How important is WITC to the overall success of your business?	2	22%	4	44%	1	11%	2	22%

	Yes		No	
Has WITC provided you with the desired services you need?	5	63%	3	38%
Do you have specific training needs for your employees?	3	33%	6	67%

In what manner would you like courses delivered? (Check all that apply)	Count	Percent
Face to face, on-site with an instructor	5	56%
Internet/Online Courses	7	78%
Two-way Interactive video classes (ITV/IPV)	2	22%
Flexible evening/weekend sessions	6	67%
Other (please specify)	-	-

	Yes		No	
Are you currently utilizing WITC's job bank, Wisconsin TechConnect, to list job openings at your company?	2	22%	7	78%
If no, would you like additional information about how to list job openings on WITC's job bank, Wisconsin TechConnect?	3	38%	5	63%
Are you interested in helping to shape the future of our programs by serving on a program advisory committee?	2	25%	6	75%

2017 Employer Satisfaction Report Rice Lake Campus Results N=61

	EXPECTATION LEVEL								
	Exceeds		Meets		Nearly Meets		Does Not Meet		Does Not Apply
Mastery of skill and knowledge in the field	10	17%	41	68%	6	10%	1	2%	2
Ability to perform technical skills of the profession	15	25%	36	60%	7	12%	-	-	2
Ability to communicate effectively with co-workers and/or customers	21	35%	32	53%	5	8%	-	-	2
Relevancy of graduates' skill and/or knowledge base in relationship to real world applications within the industry	11	18%	36	60%	9	15%	2	3%	2
Mastery of science, technology, engineering or math skills needed in the field	10	17%	35	59%	7	12%	-	-	7
Overall preparedness for employment at your company	14	23%	37	62%	6	10%	-	-	3

	SATISFACTION LEVEL							
	Very Satisfied		Satisfied		Unsatisfied		Very Unsatisfied	
Satisfaction With Graduates' Education	29	50%	26	45%	3	5%	-	-

	Yes		No		Maybe	
Recommend WITC Graduates to Another Employer	51	86%	1	2%	7	12%
Hire WITC Graduate Again	55	92%	1	2%	4	7%

	IMPORTANCE LEVEL							
	Very Important		Important		Somewhat Important		Not Important	
How important is WITC to the overall success of your business?	31	53%	18	31%	7	12%	3	5%

	Yes		No	
Has WITC provided you with the desired services you need?	51	91%	5	9%
Do you have specific training needs for your employees?	27	47%	30	53%

In what manner would you like courses delivered? (Check all that apply)	Count	Percent
Face to face, on-site with an instructor	37	61%
Internet/Online Courses	19	31%
Two-way Interactive video classes (ITV/IPV)	11	18%
Flexible evening/weekend sessions	20	33%
Other (please specify)	2	3%

	Yes		No	
Are you currently utilizing WITC's job bank, Wisconsin TechConnect, to list job openings at your company?	14	25%	43	75%
If no, would you like additional information about how to list job openings on WITC's job bank, Wisconsin TechConnect?	23	49%	24	51%
Are you interested in helping to shape the future of our programs by serving on a program advisory committee?	25	45%	30	55%

2017 Employer Satisfaction Report Superior Campus Results

N=25

	EXPECTATION LEVEL								
	Exceeds		Meets		Nearly Meets		Does Not Meet		Does Not Apply
Mastery of skill and knowledge in the field	5	20%	18	72%	2	8%	-	-	-
Ability to perform technical skills of the profession	7	28%	18	72%	-	-	-	-	-
Ability to communicate effectively with co-workers and/or customers	8	32%	17	68%	-	-	-	-	-
Relevancy of graduates' skill and/or knowledge base in relationship to real world applications within the industry	6	24%	16	64%	3	12%	-	-	-
Mastery of science, technology, engineering or math skills needed in the field	6	24%	16	64%	1	4%	-	-	2
Overall preparedness for employment at your company	7	28%	17	68%	1	4%	-	-	-

	SATISFACTION LEVEL							
	Very Satisfied		Satisfied		Unsatisfied		Very Unsatisfied	
Satisfaction With Graduates' Education	13	52%	12	48%	-	-	-	-

	Yes		No		Maybe	
Recommend WITC Graduates to Another Employer	25	100%	-	-	-	-
Hire WITC Graduate Again	25	100%	-	-	-	-

	IMPORTANCE LEVEL							
	Very Important		Important		Somewhat Important		Not Important	
How important is WITC to the overall success of your business?	8	32%	13	52%	3	12%	1	4%

	Yes		No	
Has WITC provided you with the desired services you need?	20	91%	2	9%
Do you have specific training needs for your employees?	7	35%	13	65%

In what manner would you like courses delivered? (Check all that apply)	Count	Percent
Face to face, on-site with an instructor	15	60%
Internet/Online Courses	8	32%
Two-way Interactive video classes (ITV/IPV)	4	16%
Flexible evening/weekend sessions	9	36%
Other (please specify)	1	4%

	Yes		No	
Are you currently utilizing WITC's job bank, Wisconsin TechConnect, to list job openings at your company?	1	6%	16	94%
If no, would you like additional information about how to list job openings on WITC's job bank, Wisconsin TechConnect?	10	63%	6	38%
Are you interested in helping to shape the future of our programs by serving on a program advisory committee?	8	42%	11	58%

APPENDIX D

2017 Employer Satisfaction Report Accounting Assistant Program Results (N=3)

	EXPECTATION LEVEL								
	Exceeds		Meets		Nearly Meets		Does Not Meet		Does Not Apply
Mastery of skill and knowledge in the field	-	-	2	67%	1	33%	-	-	-
Ability to perform technical skills of the profession	1	33%	1	33%	1	33%	-	-	-
Ability to communicate effectively with co-workers and/or customers	1	33%	2	67%	-	-	-	-	-
Relevancy of graduates' skill and/or knowledge base in relationship to real world applications within the industry	-	-	2	67%	1	33%	-	-	-
Mastery of science, technology, engineering or math skills needed in the field	1	33%	1	33%	1	33%	-	-	-
Overall preparedness for employment at your company	1	33%	1	33%	1	33%	-	-	-

	SATISFACTION LEVEL							
	Very Satisfied		Satisfied		Unsatisfied		Very Unsatisfied	
Satisfaction With Graduates' Education	1	33%	2	67%	-	-	-	-

	Yes		No		Maybe	
Recommend WITC Graduates to Another Employer	3	100%	-	-	-	-
Hire WITC Graduate Again	3	100%	-	-	-	-

	IMPORTANCE LEVEL							
	Very Important		Important		Somewhat Important		Not Important	
How important is WITC to the overall success of your business?	2	67%	-	-	-	-	1	33%

	Yes		No	
Has WITC provided you with the desired services you need?	2	100%	-	-
Do you have specific training needs for your employees?	-	-	2	100%

In what manner would you like courses delivered? (Check all that apply)	Count	Percent
Face to face, on-site with an instructor	1	33%
Internet/Online Courses	1	33%
Two-way Interactive video classes (ITV/IPV)	-	-
Flexible evening/weekend sessions	1	33%
Other (please specify)	-	-

	Yes		No	
Are you currently utilizing WITC's job bank, Wisconsin TechConnect, to list job openings at your company?	1	33%	2	67%
If no, would you like additional information about how to list job openings on WITC's job bank, Wisconsin TechConnect?	-	-	2	100%
Are you interested in helping to shape the future of our programs by serving on a program advisory committee?	-	-	2	100%

2017 Employer Satisfaction Report Administrative Professional Program Results (N=6)

	EXPECTATION LEVEL								
	Exceeds		Meets		Nearly Meets		Does Not Meet		Does Not Apply
Mastery of skill and knowledge in the field	2	33%	2	33%	1	17%	-	-	1
Ability to perform technical skills of the profession	2	33%	3	50%	-	-	-	-	1
Ability to communicate effectively with co-workers and/or customers	5	83%	-	-	-	-	-	-	1
Relevancy of graduates' skill and/or knowledge base in relationship to real world applications within the industry	2	33%	2	33%	1	17%	-	-	1
Mastery of science, technology, engineering or math skills needed in the field	2	33%	-	-	2	33%	-	-	2
Overall preparedness for employment at your company	2	33%	3	50%	-	-	-	-	1

	SATISFACTION LEVEL							
	Very Satisfied		Satisfied		Unsatisfied		Very Unsatisfied	
Satisfaction With Graduates' Education	4	80%	1	20%	-	-	-	-

	Yes		No		Maybe	
Recommend WITC Graduates to Another Employer	4	80%	-	-	1	20%
Hire WITC Graduate Again	5	83%	-	-	1	17%

	IMPORTANCE LEVEL							
	Very Important		Important		Somewhat Important		Not Important	
How important is WITC to the overall success of your business?	1	17%	4	67%	-	-	1	17%

	Yes		No	
Has WITC provided you with the desired services you need?	4	67%	2	33%
Do you have specific training needs for your employees?	3	50%	3	50%

In what manner would you like courses delivered? (Check all that apply)	Count	Percent
Face to face, on-site with an instructor	5	83%
Internet/Online Courses	3	50%
Two-way Interactive video classes (ITV/IPV)	1	17%
Flexible evening/weekend sessions	1	17%
Other (please specify)	-	-

	Yes		No	
Are you currently utilizing WITC's job bank, Wisconsin TechConnect, to list job openings at your company?	1	17%	5	83%
If no, would you like additional information about how to list job openings on WITC's job bank, Wisconsin TechConnect?	3	60%	2	40%
Are you interested in helping to shape the future of our programs by serving on a program advisory committee?	3	60%	2	40%

2017 Employer Satisfaction Report Advanced EMT Program Results (N=3)

	EXPECTATION LEVEL								
	Exceeds		Meets		Nearly Meets		Does Not Meet		Does Not Apply
Mastery of skill and knowledge in the field	-	-	2	67%	1	33%	-	-	-
Ability to perform technical skills of the profession	-	-	3	100%	-	-	-	-	-
Ability to communicate effectively with co-workers and/or customers	-	-	3	100%	-	-	-	-	-
Relevancy of graduates' skill and/or knowledge base in relationship to real world applications within the industry	-	-	2	67%	1	33%	-	-	-
Mastery of science, technology, engineering or math skills needed in the field	-	-	-	-	2	67%	-	-	1
Overall preparedness for employment at your company	-	-	2	67%	-	-	-	-	1

	SATISFACTION LEVEL							
	Very Satisfied		Satisfied		Unsatisfied		Very Unsatisfied	
Satisfaction With Graduates' Education	-	-	2	67%	1	33%	-	-

	Yes		No		Maybe	
Recommend WITC Graduates to Another Employer	1	33%	-	-	2	67%
Hire WITC Graduate Again	1	33%	-	-	2	67%

	IMPORTANCE LEVEL							
	Very Important		Important		Somewhat Important		Not Important	
How important is WITC to the overall success of your business?	2	67%	1	33%	-	-	-	-

	Yes		No	
Has WITC provided you with the desired services you need?	2	67%	1	33%
Do you have specific training needs for your employees?	1	33%	2	67%

In what manner would you like courses delivered? (Check all that apply)	Count	Percent
Face to face, on-site with an instructor	3	100%
Internet/Online Courses	2	67%
Two-way Interactive video classes (ITV/IPV)	2	67%
Flexible evening/weekend sessions	3	100%
Other (please specify)	-	-

	Yes		No	
Are you currently utilizing WITC's job bank, Wisconsin TechConnect, to list job openings at your company?	1	33%	2	67%
If no, would you like additional information about how to list job openings on WITC's job bank, Wisconsin TechConnect?	1	33%	2	67%
Are you interested in helping to shape the future of our programs by serving on a program advisory committee?	3	100%	-	-

2017 Employer Satisfaction Report

Agricultural Power and Equipment Technician Program Results (N=8)

	EXPECTATION LEVEL								
	Exceeds		Meets		Nearly Meets		Does Not Meet		Does Not Apply
Mastery of skill and knowledge in the field	1	13%	6	75%	1	13%	-	-	-
Ability to perform technical skills of the profession	1	13%	6	75%	1	13%	-	-	-
Ability to communicate effectively with co-workers and/or customers	2	25%	3	38%	2	25%	1	13%	-
Relevancy of graduates' skill and/or knowledge base in relationship to real world applications within the industry	3	38%	5	63%	-	-	-	-	-
Mastery of science, technology, engineering or math skills needed in the field	1	13%	7	88%	-	-	-	-	-
Overall preparedness for employment at your company	1	13%	6	75%	1	13%	-	-	-

	SATISFACTION LEVEL							
	Very Satisfied		Satisfied		Unsatisfied		Very Unsatisfied	
Satisfaction With Graduates' Education	2	25%	6	75%	-	-	-	-

	Yes		No		Maybe	
Recommend WITC Graduates to Another Employer	8	100%	-	-	-	-
Hire WITC Graduate Again	8	100%	-	-	-	-

	IMPORTANCE LEVEL							
	Very Important		Important		Somewhat Important		Not Important	
How important is WITC to the overall success of your business?	5	63%	3	38%	-	-	-	-

	Yes		No	
Has WITC provided you with the desired services you need?	7	88%	1	13%
Do you have specific training needs for your employees?	4	50%	4	50%

In what manner would you like courses delivered? (Check all that apply)	Count	Percent
Face to face, on-site with an instructor	6	75%
Internet/Online Courses	5	63%
Two-way Interactive video classes (ITV/IPV)	4	50%
Flexible evening/weekend sessions	3	38%
Other (please specify)	-	-

	Yes		No	
Are you currently utilizing WITC's job bank, Wisconsin TechConnect, to list job openings at your company?	3	38%	5	63%
If no, would you like additional information about how to list job openings on WITC's job bank, Wisconsin TechConnect?	2	33%	4	67%
Are you interested in helping to shape the future of our programs by serving on a program advisory committee?	3	38%	5	63%

2017 Employer Satisfaction Report

Automated Packaging Systems Technician Program Results (N=3)

	EXPECTATION LEVEL								
	Exceeds		Meets		Nearly Meets		Does Not Meet		Does Not Apply
Mastery of skill and knowledge in the field	1	33%	2	67%	-	-	-	-	-
Ability to perform technical skills of the profession	1	33%	2	67%	-	-	-	-	-
Ability to communicate effectively with co-workers and/or customers	2	67%	1	33%	-	-	-	-	-
Relevancy of graduates' skill and/or knowledge base in relationship to real world applications within the industry	3	100%	-	-	-	-	-	-	-
Mastery of science, technology, engineering or math skills needed in the field	3	100%	-	-	-	-	-	-	-
Overall preparedness for employment at your company	1	33%	2	67%	-	-	-	-	-

	SATISFACTION LEVEL							
	Very Satisfied		Satisfied		Unsatisfied		Very Unsatisfied	
Satisfaction With Graduates' Education	3	100%	-	-	-	-	-	-

	Yes		No		Maybe	
Recommend WITC Graduates to Another Employer	3	100%	-	-	-	-
Hire WITC Graduate Again	3	100%	-	-	-	-

	IMPORTANCE LEVEL							
	Very Important		Important		Somewhat Important		Not Important	
How important is WITC to the overall success of your business?	2	67%	1	33%	-	-	-	-

	Yes		No	
Has WITC provided you with the desired services you need?	3	100%	-	-
Do you have specific training needs for your employees?	3	100%	-	-

In what manner would you like courses delivered? (Check all that apply)	Count	Percent
Face to face, on-site with an instructor	3	100%
Internet/Online Courses	-	-
Two-way Interactive video classes (ITV/IPV)	-	-
Flexible evening/weekend sessions	1	33%
Other (please specify)	-	-

	Yes		No	
Are you currently utilizing WITC's job bank, Wisconsin TechConnect, to list job openings at your company?	-	-	3	100%
If no, would you like additional information about how to list job openings on WITC's job bank, Wisconsin TechConnect?	2	67%	1	33%
Are you interested in helping to shape the future of our programs by serving on a program advisory committee?	1	33%	2	67%

2017 Employer Satisfaction Report Cosmetology Program Results (N=6)

	EXPECTATION LEVEL								
	Exceeds		Meets		Nearly Meets		Does Not Meet		Does Not Apply
Mastery of skill and knowledge in the field	2	33%	4	67%	-	-	-	-	-
Ability to perform technical skills of the profession	3	50%	3	50%	-	-	-	-	-
Ability to communicate effectively with co-workers and/or customers	4	67%	1	17%	1	17%	-	-	-
Relevancy of graduates' skill and/or knowledge base in relationship to real world applications within the industry	2	33%	3	50%	1	17%	-	-	-
Mastery of science, technology, engineering or math skills needed in the field	3	50%	1	17%	1	17%	-	-	1
Overall preparedness for employment at your company	3	50%	2	33%	1	17%	-	-	-

	SATISFACTION LEVEL							
	Very Satisfied		Satisfied		Unsatisfied		Very Unsatisfied	
Satisfaction With Graduates' Education	3	50%	3	50%	-	-	-	-

	Yes		No		Maybe	
Recommend WITC Graduates to Another Employer	6	100%	-	-	-	-
Hire WITC Graduate Again	6	100%	-	-	-	-

	IMPORTANCE LEVEL							
	Very Important		Important		Somewhat Important		Not Important	
How important is WITC to the overall success of your business?	4	67%	-	-	2	33%	-	-

	Yes		No	
Has WITC provided you with the desired services you need?	4	80%	1	20%
Do you have specific training needs for your employees?	4	80%	1	20%

In what manner would you like courses delivered? (Check all that apply)	Count	Percent
Face to face, on-site with an instructor	4	67%
Internet/Online Courses	2	33%
Two-way Interactive video classes (ITV/IPV)	1	17%
Flexible evening/weekend sessions	-	-
Other (please specify)	1	17%

	Yes		No	
Are you currently utilizing WITC's job bank, Wisconsin TechConnect, to list job openings at your company?	-	-	6	100%
If no, would you like additional information about how to list job openings on WITC's job bank, Wisconsin TechConnect?	3	60%	2	40%
Are you interested in helping to shape the future of our programs by serving on a program advisory committee?	2	33%	4	67%

2017 Employer Satisfaction Report Dental Assistant Program Results (N=3)

	EXPECTATION LEVEL								
	Exceeds		Meets		Nearly Meets		Does Not Meet		Does Not Apply
Mastery of skill and knowledge in the field	-	-	3	100%	-	-	-	-	-
Ability to perform technical skills of the profession	-	-	3	100%	-	-	-	-	-
Ability to communicate effectively with co-workers and/or customers	1	33%	2	67%	-	-	-	-	-
Relevancy of graduates' skill and/or knowledge base in relationship to real world applications within the industry	1	33%	2	67%	-	-	-	-	-
Mastery of science, technology, engineering or math skills needed in the field	-	-	3	100%	-	-	-	-	-
Overall preparedness for employment at your company	-	-	3	100%	-	-	-	-	-

	SATISFACTION LEVEL							
	Very Satisfied		Satisfied		Unsatisfied		Very Unsatisfied	
Satisfaction With Graduates' Education	1	33%	2	67%	-	-	-	-

	Yes		No		Maybe	
Recommend WITC Graduates to Another Employer	3	100%	-	-	-	-
Hire WITC Graduate Again	3	100%	-	-	-	-

	IMPORTANCE LEVEL							
	Very Important		Important		Somewhat Important		Not Important	
How important is WITC to the overall success of your business?	-	-	1	33%	1	33%	1	33%

	Yes		No	
Has WITC provided you with the desired services you need?	3	100%	-	-
Do you have specific training needs for your employees?	1	33%	2	67%

In what manner would you like courses delivered? (Check all that apply)	Count	Percent
Face to face, on-site with an instructor	-	-
Internet/Online Courses	-	-
Two-way Interactive video classes (ITV/IPV)	-	-
Flexible evening/weekend sessions	-	-
Other (please specify)	-	-

	Yes		No	
Are you currently utilizing WITC's job bank, Wisconsin TechConnect, to list job openings at your company?	-	-	3	100%
If no, would you like additional information about how to list job openings on WITC's job bank, Wisconsin TechConnect?	1	33%	2	67%
Are you interested in helping to shape the future of our programs by serving on a program advisory committee?	1	33%	2	67%

2017 Employer Satisfaction Report Early Childhood Education Program Results (N=6)

	EXPECTATION LEVEL								
	Exceeds		Meets		Nearly Meets		Does Not Meet		Does Not Apply
Mastery of skill and knowledge in the field	1	17%	5	83%	-	-	-	-	-
Ability to perform technical skills of the profession	1	17%	5	83%	-	-	-	-	-
Ability to communicate effectively with co-workers and/or customers	2	33%	4	67%	-	-	-	-	-
Relevancy of graduates' skill and/or knowledge base in relationship to real world applications within the industry	3	50%	3	50%	-	-	-	-	-
Mastery of science, technology, engineering or math skills needed in the field	1	17%	5	83%	-	-	-	-	-
Overall preparedness for employment at your company	2	33%	4	67%	-	-	-	-	-

	SATISFACTION LEVEL							
	Very Satisfied		Satisfied		Unsatisfied		Very Unsatisfied	
Satisfaction With Graduates' Education	5	83%	1	17%	-	-	-	-

	Yes		No		Maybe	
Recommend WITC Graduates to Another Employer	5	83%	-	-	1	17%
Hire WITC Graduate Again	5	83%	-	-	1	17%

	IMPORTANCE LEVEL							
	Very Important		Important		Somewhat Important		Not Important	
How important is WITC to the overall success of your business?	3	50%	2	33%	-	-	1	17%

	Yes		No	
Has WITC provided you with the desired services you need?	3	75%	1	25%
Do you have specific training needs for your employees?	4	80%	1	20%

In what manner would you like courses delivered? (Check all that apply)	Count	Percent
Face to face, on-site with an instructor	3	50%
Internet/Online Courses	3	50%
Two-way Interactive video classes (ITV/IPV)	-	-
Flexible evening/weekend sessions	3	50%
Other (please specify)	-	-

	Yes		No	
Are you currently utilizing WITC's job bank, Wisconsin TechConnect, to list job openings at your company?	1	17%	5	83%
If no, would you like additional information about how to list job openings on WITC's job bank, Wisconsin TechConnect?	2	40%	3	60%
Are you interested in helping to shape the future of our programs by serving on a program advisory committee?	2	40%	3	60%

2017 Employer Satisfaction Report E-Connect – Child Care Services Program Results (N=3)

	EXPECTATION LEVEL								
	Exceeds		Meets		Nearly Meets		Does Not Meet		Does Not Apply
Mastery of skill and knowledge in the field	-	-	2	67%	1	33%	-	-	-
Ability to perform technical skills of the profession	2	67%	-	-	1	33%	-	-	-
Ability to communicate effectively with co-workers and/or customers	2	67%	1	33%	-	-	-	-	-
Relevancy of graduates' skill and/or knowledge base in relationship to real world applications within the industry	2	67%	1	33%	-	-	-	-	-
Mastery of science, technology, engineering or math skills needed in the field	-	-	-	-	1	33%	-	-	2
Overall preparedness for employment at your company	1	33%	2	67%	-	-	-	-	-

	SATISFACTION LEVEL							
	Very Satisfied		Satisfied		Unsatisfied		Very Unsatisfied	
Satisfaction With Graduates' Education	2	67%	1	33%	-	-	-	-

	Yes		No		Maybe	
Recommend WITC Graduates to Another Employer	3	100%	-	-	-	-
Hire WITC Graduate Again	3	100%	-	-	-	-

	IMPORTANCE LEVEL							
	Very Important		Important		Somewhat Important		Not Important	
How important is WITC to the overall success of your business?	3	100%	-	-	-	-	-	-

	Yes		No	
Has WITC provided you with the desired services you need?	2	100%	-	-
Do you have specific training needs for your employees?	2	67%	1	33%

In what manner would you like courses delivered? (Check all that apply)	Count	Percent
Face to face, on-site with an instructor	2	67%
Internet/Online Courses	3	100%
Two-way Interactive video classes (ITV/IPV)	-	-
Flexible evening/weekend sessions	1	33%
Other (please specify)	-	-

	Yes		No	
Are you currently utilizing WITC's job bank, Wisconsin TechConnect, to list job openings at your company?	-	-	2	100%
If no, would you like additional information about how to list job openings on WITC's job bank, Wisconsin TechConnect?	2	100%	-	-
Are you interested in helping to shape the future of our programs by serving on a program advisory committee?	2	100%	-	-

2017 Employer Satisfaction Report Emergency Medical Technician Program Results (N=5)

	EXPECTATION LEVEL								
	Exceeds		Meets		Nearly Meets		Does Not Meet		Does Not Apply
Mastery of skill and knowledge in the field	1	20%	4	80%	-	-	-	-	-
Ability to perform technical skills of the profession	3	60%	2	40%	-	-	-	-	-
Ability to communicate effectively with co-workers and/or customers	3	60%	1	20%	1	20%	-	-	-
Relevancy of graduates' skill and/or knowledge base in relationship to real world applications within the industry	1	20%	4	80%	-	-	-	-	-
Mastery of science, technology, engineering or math skills needed in the field	2	40%	3	60%	-	-	-	-	-
Overall preparedness for employment at your company	3	60%	2	40%	-	-	-	-	-

	SATISFACTION LEVEL							
	Very Satisfied		Satisfied		Unsatisfied		Very Unsatisfied	
Satisfaction With Graduates' Education	2	40%	3	60%	-	-	-	-

	Yes		No		Maybe	
Recommend WITC Graduates to Another Employer	5	100%	-	-	-	-
Hire WITC Graduate Again	5	100%	-	-	-	-

	IMPORTANCE LEVEL							
	Very Important		Important		Somewhat Important		Not Important	
How important is WITC to the overall success of your business?	5	100%	-	-	-	-	-	-

	Yes		No	
Has WITC provided you with the desired services you need?	5	100%	-	-
Do you have specific training needs for your employees?	3	75%	1	25%

In what manner would you like courses delivered? (Check all that apply)	Count	Percent
Face to face, on-site with an instructor	3	60%
Internet/Online Courses	3	60%
Two-way Interactive video classes (ITV/IPV)	2	40%
Flexible evening/weekend sessions	3	60%
Other (please specify)	2	40%

	Yes		No	
Are you currently utilizing WITC's job bank, Wisconsin TechConnect, to list job openings at your company?	1	20%	4	80%
If no, would you like additional information about how to list job openings on WITC's job bank, Wisconsin TechConnect?	1	25%	3	75%
Are you interested in helping to shape the future of our programs by serving on a program advisory committee?	2	50%	2	50%

2017 Employer Satisfaction Report Entry Level Machining Program Results (N=3)

	EXPECTATION LEVEL								
	Exceeds		Meets		Nearly Meets		Does Not Meet		Does Not Apply
Mastery of skill and knowledge in the field	1	33%	2	67%	-	-	-	-	-
Ability to perform technical skills of the profession	1	33%	2	67%	-	-	-	-	-
Ability to communicate effectively with co-workers and/or customers	1	33%	2	67%	-	-	-	-	-
Relevancy of graduates' skill and/or knowledge base in relationship to real world applications within the industry	3	100%	-	-	-	-	-	-	-
Mastery of science, technology, engineering or math skills needed in the field	1	33%	2	67%	-	-	-	-	-
Overall preparedness for employment at your company	2	67%	1	33%	-	-	-	-	-

	SATISFACTION LEVEL							
	Very Satisfied		Satisfied		Unsatisfied		Very Unsatisfied	
Satisfaction With Graduates' Education	3	100%	-	-	-	-	-	-

	Yes		No		Maybe	
Recommend WITC Graduates to Another Employer	3	100%	-	-	-	-
Hire WITC Graduate Again	3	100%	-	-	-	-

	IMPORTANCE LEVEL							
	Very Important		Important		Somewhat Important		Not Important	
How important is WITC to the overall success of your business?	1	33%	2	67%	-	-	-	-

	Yes		No	
Has WITC provided you with the desired services you need?	3	100%	-	-
Do you have specific training needs for your employees?	1	33%	2	67%

In what manner would you like courses delivered? (Check all that apply)	Count	Percent
Face to face, on-site with an instructor	2	67%
Internet/Online Courses	1	33%
Two-way Interactive video classes (ITV/IPV)	1	33%
Flexible evening/weekend sessions	1	33%
Other (please specify)	-	-

	Yes		No	
Are you currently utilizing WITC's job bank, Wisconsin TechConnect, to list job openings at your company?	1	50%	1	50%
If no, would you like additional information about how to list job openings on WITC's job bank, Wisconsin TechConnect?	2	67%	1	33%
Are you interested in helping to shape the future of our programs by serving on a program advisory committee?	1	33%	2	67%

2017 Employer Satisfaction Report Health Office Professional Program Results (N=3)

	EXPECTATION LEVEL								
	Exceeds		Meets		Nearly Meets		Does Not Meet		Does Not Apply
Mastery of skill and knowledge in the field	-	-	3	100%	-	-	-	-	-
Ability to perform technical skills of the profession	-	-	3	100%	-	-	-	-	-
Ability to communicate effectively with co-workers and/or customers	1	33%	2	67%	-	-	-	-	-
Relevancy of graduates' skill and/or knowledge base in relationship to real world applications within the industry	-	-	3	100%	-	-	-	-	-
Mastery of science, technology, engineering or math skills needed in the field	-	-	3	100%	-	-	-	-	-
Overall preparedness for employment at your company	-	-	3	100%	-	-	-	-	-

	SATISFACTION LEVEL							
	Very Satisfied		Satisfied		Unsatisfied		Very Unsatisfied	
Satisfaction With Graduates' Education	1	33%	2	67%	-	-	-	-

	Yes		No		Maybe	
Recommend WITC Graduates to Another Employer	2	67%	1	33%	-	-
Hire WITC Graduate Again	2	67%	1	33%	-	-

	IMPORTANCE LEVEL							
	Very Important		Important		Somewhat Important		Not Important	
How important is WITC to the overall success of your business?	1	33%	1	33%	1	33%	-	-

	Yes		No	
Has WITC provided you with the desired services you need?	3	100%	-	-
Do you have specific training needs for your employees?	-	-	3	100%

In what manner would you like courses delivered? (Check all that apply)	Count	Percent
Face to face, on-site with an instructor	1	33%
Internet/Online Courses	2	67%
Two-way Interactive video classes (ITV/IPV)	1	33%
Flexible evening/weekend sessions	-	-
Other (please specify)	-	-

	Yes		No	
Are you currently utilizing WITC's job bank, Wisconsin TechConnect, to list job openings at your company?	-	-	2	100%
If no, would you like additional information about how to list job openings on WITC's job bank, Wisconsin TechConnect?	1	50%	1	50%
Are you interested in helping to shape the future of our programs by serving on a program advisory committee?	1	33%	2	67%

2017 Employer Satisfaction Report Heating, Ventilation, & Air Conditioning/Refrigeration Program Results (N=3)

	EXPECTATION LEVEL								
	Exceeds		Meets		Nearly Meets		Does Not Meet		Does Not Apply
Mastery of skill and knowledge in the field	-	-	1	33%	2	67%	-	-	-
Ability to perform technical skills of the profession	-	-	3	100%	-	-	-	-	-
Ability to communicate effectively with co-workers and/or customers	-	-	3	100%	-	-	-	-	-
Relevancy of graduates' skill and/or knowledge base in relationship to real world applications within the industry	-	-	3	100%	-	-	-	-	-
Mastery of science, technology, engineering or math skills needed in the field	-	-	2	67%	1	33%	-	-	-
Overall preparedness for employment at your company	-	-	2	67%	1	33%	-	-	-

	SATISFACTION LEVEL							
	Very Satisfied		Satisfied		Unsatisfied		Very Unsatisfied	
Satisfaction With Graduates' Education	-	-	3	100%	-	-	-	-

	Yes		No		Maybe	
Recommend WITC Graduates to Another Employer	3	100%	-	-	-	-
Hire WITC Graduate Again	3	100%	-	-	-	-

	IMPORTANCE LEVEL							
	Very Important		Important		Somewhat Important		Not Important	
How important is WITC to the overall success of your business?	1	33%	1	33%	1	33%	-	-

	Yes		No	
Has WITC provided you with the desired services you need?	1	50%	1	50%
Do you have specific training needs for your employees?	2	67%	1	33%

In what manner would you like courses delivered? (Check all that apply)	Count	Percent
Face to face, on-site with an instructor	1	33%
Internet/Online Courses	1	33%
Two-way Interactive video classes (ITV/IPV)	-	-
Flexible evening/weekend sessions	1	33%
Other (please specify)	-	-

	Yes		No	
Are you currently utilizing WITC's job bank, Wisconsin TechConnect, to list job openings at your company?	1	33%	2	67%
If no, would you like additional information about how to list job openings on WITC's job bank, Wisconsin TechConnect?	1	50%	1	50%
Are you interested in helping to shape the future of our programs by serving on a program advisory committee?	2	67%	1	33%

2017 Employer Satisfaction Report Machine Tooling Technics Program Results (N=4)

	EXPECTATION LEVEL								
	Exceeds		Meets		Nearly Meets		Does Not Meet		Does Not Apply
Mastery of skill and knowledge in the field	-	-	3	75%	1	25%	-	-	-
Ability to perform technical skills of the profession	-	-	3	75%	1	25%	-	-	-
Ability to communicate effectively with co-workers and/or customers	-	-	4	100%	-	-	-	-	-
Relevancy of graduates' skill and/or knowledge base in relationship to real world applications within the industry	-	-	3	75%	1	25%	-	-	-
Mastery of science, technology, engineering or math skills needed in the field	-	-	3	75%	1	25%	-	-	-
Overall preparedness for employment at your company	1	25%	2	50%	1	25%	-	-	-

	SATISFACTION LEVEL							
	Very Satisfied		Satisfied		Unsatisfied		Very Unsatisfied	
Satisfaction With Graduates' Education	1	25%	2	50%	1	25%	-	-

	Yes		No		Maybe	
Recommend WITC Graduates to Another Employer	4	100%	-	-	-	-
Hire WITC Graduate Again	4	100%	-	-	-	-

	IMPORTANCE LEVEL							
	Very Important		Important		Somewhat Important		Not Important	
How important is WITC to the overall success of your business?	1	25%	3	75%	-	-	-	-

	Yes		No	
Has WITC provided you with the desired services you need?	3	75%	1	25%
Do you have specific training needs for your employees?	2	50%	2	50%

In what manner would you like courses delivered? (Check all that apply)	Count	Percent
Face to face, on-site with an instructor	2	50%
Internet/Online Courses	-	-
Two-way Interactive video classes (ITV/IPV)	-	-
Flexible evening/weekend sessions	2	50%
Other (please specify)	-	-

	Yes		No	
Are you currently utilizing WITC's job bank, Wisconsin TechConnect, to list job openings at your company?	1	25%	3	75%
If no, would you like additional information about how to list job openings on WITC's job bank, Wisconsin TechConnect?	2	67%	1	33%
Are you interested in helping to shape the future of our programs by serving on a program advisory committee?	1	25%	3	75%

2017 Employer Satisfaction Report Medical Assistant Program Results (N=18)

	EXPECTATION LEVEL								
	Exceeds		Meets		Nearly Meets		Does Not Meet		Does Not Apply
Mastery of skill and knowledge in the field	6	33%	12	67%	-	-	-	-	-
Ability to perform technical skills of the profession	8	44%	10	56%	-	-	-	-	-
Ability to communicate effectively with co-workers and/or customers	5	28%	13	72%	-	-	-	-	-
Relevancy of graduates' skill and/or knowledge base in relationship to real world applications within the industry	6	35%	11	65%	-	-	-	-	-
Mastery of science, technology, engineering or math skills needed in the field	7	39%	9	50%	1	6%	-	-	1
Overall preparedness for employment at your company	7	39%	11	61%	-	-	-	-	-

	SATISFACTION LEVEL							
	Very Satisfied		Satisfied		Unsatisfied		Very Unsatisfied	
Satisfaction With Graduates' Education	14	78%	4	22%	-	-	-	-

	Yes		No		Maybe	
Recommend WITC Graduates to Another Employer	18	100%	-	-	2	9%
Hire WITC Graduate Again	18	100%	-	-	-	-

	IMPORTANCE LEVEL							
	Very Important		Important		Somewhat Important		Not Important	
How important is WITC to the overall success of your business?	12	67%	4	22%	2	11%	-	-

	Yes		No	
Has WITC provided you with the desired services you need?	17	100%	-	-
Do you have specific training needs for your employees?	3	19%	13	81%

In what manner would you like courses delivered? (Check all that apply)	Count	Percent
Face to face, on-site with an instructor	7	39%
Internet/Online Courses	3	17%
Two-way Interactive video classes (ITV/IPV)	2	11%
Flexible evening/weekend sessions	3	17%
Other (please specify)	-	-

	Yes		No	
Are you currently utilizing WITC's job bank, Wisconsin TechConnect, to list job openings at your company?	5	36%	9	64%
If no, would you like additional information about how to list job openings on WITC's job bank, Wisconsin TechConnect?	6	60%	4	40%
Are you interested in helping to shape the future of our programs by serving on a program advisory committee?	9	69%	4	31%

2017 Employer Satisfaction Report Nursing – Associate Degree Program Results (N=24)

	EXPECTATION LEVEL								
	Exceeds		Meets		Nearly Meets		Does Not Meet		Does Not Apply
Mastery of skill and knowledge in the field	5	21%	16	67%	3	13%	-	-	-
Ability to perform technical skills of the profession	4	17%	17	71%	3	13%	-	-	-
Ability to communicate effectively with co-workers and/or customers	4	17%	18	75%	2	8%	-	-	-
Relevancy of graduates' skill and/or knowledge base in relationship to real world applications within the industry	4	17%	19	79%	1	4%	-	-	-
Mastery of science, technology, engineering or math skills needed in the field	4	17%	20	83%	-	-	-	-	-
Overall preparedness for employment at your company	4	17%	18	75%	2	8%	-	-	-

	SATISFACTION LEVEL							
	Very Satisfied		Satisfied		Unsatisfied		Very Unsatisfied	
Satisfaction With Graduates' Education	12	50%	12	50%	-	-	-	-

	Yes		No		Maybe	
Recommend WITC Graduates to Another Employer	23	96%	-	-	1	4%
Hire WITC Graduate Again	22	92%	-	-	2	8%

	IMPORTANCE LEVEL							
	Very Important		Important		Somewhat Important		Not Important	
How important is WITC to the overall success of your business?	10	42%	11	46%	2	8%	1	4%

	Yes		No	
Has WITC provided you with the desired services you need?	22	92%	2	8%
Do you have specific training needs for your employees?	10	43%	13	57%

In what manner would you like courses delivered? (Check all that apply)	Count	Percent
Face to face, on-site with an instructor	15	63%
Internet/Online Courses	11	46%
Two-way Interactive video classes (ITV/IPV)	7	29%
Flexible evening/weekend sessions	14	58%
Other (please specify)	-	-

	Yes		No	
Are you currently utilizing WITC's job bank, Wisconsin TechConnect, to list job openings at your company?	3	14%	18	86%
If no, would you like additional information about how to list job openings on WITC's job bank, Wisconsin TechConnect?	8	42%	11	58%
Are you interested in helping to shape the future of our programs by serving on a program advisory committee?	11	48%	12	52%

2017 Employer Satisfaction Report Nursing Assistant Program Results (N=28)

	EXPECTATION LEVEL								
	Exceeds		Meets		Nearly Meets		Does Not Meet		Does Not Apply
Mastery of skill and knowledge in the field	1	4%	25	89%	2	7%	-	-	-
Ability to perform technical skills of the profession	2	7%	24	86%	2	7%	-	-	-
Ability to communicate effectively with co-workers and/or customers	5	18%	20	71%	2	7%	1	4%	-
Relevancy of graduates' skill and/or knowledge base in relationship to real world applications within the industry	2	7%	21	75%	4	14%	1	4%	-
Mastery of science, technology, engineering or math skills needed in the field	1	4%	24	89%	1	4%	-	-	1
Overall preparedness for employment at your company	4	14%	21	75%	3	11%	-	-	-

	SATISFACTION LEVEL							
	Very Satisfied		Satisfied		Unsatisfied		Very Unsatisfied	
Satisfaction With Graduates' Education	10	36%	17	61%	1	4%	-	-

	Yes		No		Maybe	
Recommend WITC Graduates to Another Employer	24	86%	1	4%	3	11%
Hire WITC Graduate Again	27	96%	-	-	1	4%

	IMPORTANCE LEVEL							
	Very Important		Important		Somewhat Important		Not Important	
How important is WITC to the overall success of your business?	19	68%	7	25%	2	7%	-	-

	Yes		No	
Has WITC provided you with the desired services you need?	24	89%	3	11%
Do you have specific training needs for your employees?	16	59%	11	41%

In what manner would you like courses delivered? (Check all that apply)	Count	Percent
Face to face, on-site with an instructor	20	71%
Internet/Online Courses	10	36%
Two-way Interactive video classes (ITV/IPV)	6	21%
Flexible evening/weekend sessions	11	39%
Other (please specify)	1	4%

	Yes		No	
Are you currently utilizing WITC's job bank, Wisconsin TechConnect, to list job openings at your company?	3	13%	21	88%
If no, would you like additional information about how to list job openings on WITC's job bank, Wisconsin TechConnect?	18	78%	5	22%
Are you interested in helping to shape the future of our programs by serving on a program advisory committee?	12	46%	14	54%

2017 Employer Satisfaction Report Residential Construction and Cabinetry Program Results (N=4)

	EXPECTATION LEVEL								
	Exceeds		Meets		Nearly Meets		Does Not Meet		Does Not Apply
Mastery of skill and knowledge in the field	1	25%	3	75%	-	-	-	-	-
Ability to perform technical skills of the profession	1	25%	3	75%	-	-	-	-	-
Ability to communicate effectively with co-workers and/or customers	1	25%	3	75%	-	-	-	-	-
Relevancy of graduates' skill and/or knowledge base in relationship to real world applications within the industry	-	-	3	75%	1	25%	-	-	-
Mastery of science, technology, engineering or math skills needed in the field	1	25%	3	75%	-	-	-	-	-
Overall preparedness for employment at your company	1	25%	3	75%	-	-	-	-	-

	SATISFACTION LEVEL							
	Very Satisfied		Satisfied		Unsatisfied		Very Unsatisfied	
Satisfaction With Graduates' Education	3	75%	1	25%	-	-	-	-

	Yes		No		Maybe	
Recommend WITC Graduates to Another Employer	4	100%	-	-	-	-
Hire WITC Graduate Again	4	100%	-	-	-	-

	IMPORTANCE LEVEL							
	Very Important		Important		Somewhat Important		Not Important	
How important is WITC to the overall success of your business?	1	25%	3	75%	-	-	-	-

	Yes		No	
Has WITC provided you with the desired services you need?	4	100%	-	-
Do you have specific training needs for your employees?	-	-	3	100%

In what manner would you like courses delivered? (Check all that apply)	Count	Percent
Face to face, on-site with an instructor	3	75%
Internet/Online Courses	-	-
Two-way Interactive video classes (ITV/IPV)	-	-
Flexible evening/weekend sessions	-	-
Other (please specify)	-	-

	Yes		No	
Are you currently utilizing WITC's job bank, Wisconsin TechConnect, to list job openings at your company?	1	25%	3	75%
If no, would you like additional information about how to list job openings on WITC's job bank, Wisconsin TechConnect?	1	33%	2	67%
Are you interested in helping to shape the future of our programs by serving on a program advisory committee?	1	25%	3	75%

2017 Employer Satisfaction Report Welding Program Results (N=11)

	EXPECTATION LEVEL								
	Exceeds		Meets		Nearly Meets		Does Not Meet		Does Not Apply
Mastery of skill and knowledge in the field	1	9%	9	82%	1	9%	-	-	-
Ability to perform technical skills of the profession	2	18%	8	73%	1	9%	-	-	-
Ability to communicate effectively with co-workers and/or customers	2	18%	8	73%	1	9%	-	-	-
Relevancy of graduates' skill and/or knowledge base in relationship to real world applications within the industry	2	18%	8	73%	-	-	1	9%	-
Mastery of science, technology, engineering or math skills needed in the field	2	18%	7	64%	2	18%	-	-	-
Overall preparedness for employment at your company	2	18%	7	64%	2	18%	-	-	-

	SATISFACTION LEVEL							
	Very Satisfied		Satisfied		Unsatisfied		Very Unsatisfied	
Satisfaction With Graduates' Education	2	18%	8	73%	1	9%	-	-

	Yes		No		Maybe	
Recommend WITC Graduates to Another Employer	10	91%	-	-	1	9%
Hire WITC Graduate Again	11	100%	-	-	-	-

	IMPORTANCE LEVEL							
	Very Important		Important		Somewhat Important		Not Important	
How important is WITC to the overall success of your business?	1	9%	6	55%	2	18%	2	18%

	Yes		No	
Has WITC provided you with the desired services you need?	10	91%	1	9%
Do you have specific training needs for your employees?	2	22%	7	78%

In what manner would you like courses delivered? (Check all that apply)	Count	Percent
Face to face, on-site with an instructor	7	64%
Internet/Online Courses	1	9%
Two-way Interactive video classes (ITV/IPV)	1	9%
Flexible evening/weekend sessions	2	18%
Other (please specify)	-	-

	Yes		No	
Are you currently utilizing WITC's job bank, Wisconsin TechConnect, to list job openings at your company?	3	27%	8	73%
If no, would you like additional information about how to list job openings on WITC's job bank, Wisconsin TechConnect?	3	38%	5	63%
Are you interested in helping to shape the future of our programs by serving on a program advisory committee?	3	27%	8	73%

APPENDIX E

EMPLOYER COMMENTS TO ADDITIONAL QUESTIONS

6. Do you have any recommendations for improving WITC graduates' skills?

Accounting Assistant

- Did not have working knowledge of Office 365. RL

Administrative Professional

- More 'real world' application practices. ONLN
- Case noting, documentation & advocacy. RL

Advanced EMT

- Program stability and clear expectations from WITC. RL
- Recent EMT's from class stated they didn't feel as though they were ready for the real world after leaving the classroom. Maybe more ride time in ambulances at the start of class would help them understand the operation better. RL
- Keep up the good work!! RL

Agricultural Power and Equipment Technician

- He has done a great job for us! Competent and responsible. NR
- More tech skills on electrical and hydraulics. NR
- Electrical troubleshooting is probably the most important aspect in our industry at this point in time. Time and focus needs to be placed on this. NR

Automated Packaging Systems Technician

- Maybe add safety training for industry specific tasks. Arc Flash, Confined Space, Fall Protection Equipment. NR
- At this time I do not have any feedback. I know I have been working with some of the professors so that I can visit the school and learn more about the program. I will mention the student working for us has 4.5/5.0 in work performance in his last review. NR

Broadband Technologies

- More map reading practice. RL

CBRF Caregiver

- Not sure who person was that I was supposed to report on. RL

Cosmetology

- Look into job shadowing programs at salons in your area. RL
- Practice men's in style haircuts, especially fades because we have a lot! RL
- Men's cutting/color placement (& formulation)/texturizing men's/women's hair. All these are important for client happiness/retention. RL

Dental Assistant

- More experience making provisional crowns. RL

Early Childhood Education

- Keep the Early Childhood program in Ashland. Face-to-face is best. ASH

E-Connect – Child Care Services

- A bit more practical experience. ONLN
- This graduate was well-prepared for her job here! SUP

Emergency Medical Technician

- The disconnect is helping them get signed up for testing/post class. ASH
- In my opinion, WITC graduates are by far my favorite! Great instructors! We always learn new things at our refreshers and get into great discussions. NR
- More field experience and less pressure on them to get it. RL

Entry Level Machining

- I didn't have much opportunity to evaluate the communication skills of the person, but that is something I see lacking in others (not from WITC) in general. In addition to the technical skills, that is the number one thing I look for in a new hire. NR

Health Office Professional

- Training on an attendance and absence with 1st year. ASH

Heating, Ventilation, & Air Conditioning/Refrigeration (HVAC/R)

- Less theory and more practicality. Better review basics and entry level skill the month before graduation. SUP
- I have noticed a lot of improvement in the candidates coming from WITC in recent years. I appreciate your efforts in this area as it is not easy to accomplish the needs of business and balance the quality of the people coming to WITC. SUP
- Overall base knowledge is good. Should have a little more on electrical and controls. SUP

IT – Web and Software Developer

- Object oriented designs. ONLN

Machine Tool Operation

- Basic machining knowledge and part set up knowledge. ASH

Machine Tooling Technics

- As a former student and 30 plus years in the machining trade, I am very aware we do not have enough people in this field. We have trouble finding new applicants to fill open positions. NR
- Machine Tool program could have more exposure with MasterCam and SolidWorks. The workplace deals with CAD models off of those models VMC programming from MasterCam and programming at machine. Surface grinding from squaring up plates and grinding small diameters. NR

Medical Assistant

- Yes, we need to do extra skills. ASH
- Educators do an awesome job. Graduates usually need more time and help with calling patients with results. They do fine when they are comfortable with that. NR

- Immunizations; when and what to give; more knowledge in this area would be great! NR
- Might consider mock telephone calls with patients while charting on a computer. NR

Medical Coding Specialist

- Needs pharmacology class. Needs anatomy & physiology. Needs more intense medical terminology. ONLN

Motorcycle, Marine & Outdoor Power Products Technician

- More up-to-date equipment. More time with electrical. NR

Nursing – Associate Degree

- Communication with co-workers and physicians. ASH
- Continue to have students work on their assessment skills. Great students with strong skills! Nice work! ASH
- Work with Amery Hospital on a way for students to do tasks, even small to further engage them. NR
- It should be a requirement that all nursing students work as CNAs for a certain amount of hours prior to being allowed into any nursing program. It is shocking the lack of common CNA skills that some nurses DO NOT HAVE in the nursing field. And it shocking how non-CNA nurses treat their CNA staff! NR
- Overall preparedness - "Nearly Meets" Hiawatha Homecare clients are frequently dependent on trachs and ventilators. Many new graduates do not come with this form of education. If interested, we welcome students to utilize Hiawatha as a preceptor site. NR
- The ADN students seem to be all over the board. We have a few great students, a few satisfactory students, and just a couple of students who were worrisome. This worrisome student was addressed with instructors and it seemed like was too far into the program (2 weeks from graduation) to fail him now? How did this student get this far? NR
- Longer preceptorship. NR

- The only thing that can be emphasized (at all schools) is conflict resolution. We have a small nursing staff, so conflict is not something you can hide from and I also think it's a great 'skill' to have! NR
- Very satisfied with their skills. RL
- More IV skills if possible, more knowledge on IV fluids and what they do to a person. RL
- It would be nice to see 4th semester students given a bit more freedom in the clinical environment (though I'm not sure what regulatory/policy restrictions there are for this). I've noticed in recent years that these students have less independence at this point in their education and I think it is imperative for them to have a good sense of what the "real world" feels like prior to entering it. Aside from that, I have been very impressed with the professionalism, teaching, skills I have witnessed with WITC students/instructors -- it is always a pleasure having them here. I also appreciate the sneak peek at upcoming talent in the job market. Thank You! RL
- Not at this time. RL

Nursing Assistant

- Graduates are having difficulty passing the CNA certification exam. ASH
- Part of providing care is cleaning the areas of the room used and equipment. Students do not know how to properly do laundry, mop floors, or clean showers and shower chairs! More training on the understanding of right to choose or refuse. Proper cleaning of equipment and spaces used. ASH
- In your CNA class you need to teach how to take blood pressure. Thank You. NR
- It would be nice if graduates were exposed to the skill of vitals using a manual blood pressure cuff. RL
- No recommendations. RL
- Infection control! RL
- Allowing us to teach the class with less than 7 students. RL
- They do a good job and are prepared. RL
- This employee was hired for Noc shift. She received compliments from our residents and her co-workers on her performance. RL

- The time is so short on the hands-on/clinicals that the students come out of the course without the needed work skills to care for more than one person. RL
- CNA students are extremely overwhelmed when entering into a nursing home setting. They are used to taking care of 1 resident and then suddenly are expected to take care of 8. I have also seen more concerns with basic skills lacking such as hand washing & peri-care. Once recent grad didn't seem to know basic infection prevention strategies such as wiping front to back, wearing gloves & washing hands between residents. RL
- Nursing assistants could use more hands-on before graduation. Nursing Assistants should not have to wait 2 months to take the skills part of nursing. Skills can become rusty/lost during that time. Reiterate the necessity to remain on duty of their call ins. (i.e. plan ahead - have home life in order, have back up phone if an emergency comes up, snow storms, etc.) RL
- No concerns. SUP

Occupational Therapy Assistant

- Real clinical scenarios including billing guidelines specifically through clinical rotations. NR

Welding

- Need more/some TIG instruction. NR
- Continue training on blueprints and additional training on math skills including fractions, decimals and converting them. NR
- Personal Responsibilities: Late, never on time, missed days without calling in, would not take direction. RL

7. Has WITC provided you with the desired services you need? If no, what additional services would you like WITC to provide?

Administrative Professional

- Solar training. ONLN
- Jen & Kim are excellent teachers and advisors! RL

Advanced EMT

- You need to hold more classes even if the roster numbers are low in order to get those people interested in the class and in the streets to help with staffing issues. We have been assured that WITC will hold classes and not cancel them as before. RL

Agricultural Power and Equipment Technician

- More hands-on training in field. NR

Cosmetology

- Men's cutting and foil placement should be large focus for improvement. RL

Dairy Herd Management

- The employee/graduate we hired is not utilizing Dairy Herd Management skills in the job he was hired for, so these questions mostly do not apply to our company. RL

Dental Assistant

- We are always pleased with the graduates and students that come from WITC. RL

E-Connect Child Care Services

- I work at WITC so I have access to all services. SUP

Emergency Medical Technician

- For the most part, yes. They (WITC) have had a lack of communication recently that cause them to miss out on students and caused me having to wait for the next training needed. RL

Entry Level Machining

- Technical ability seemed good for a student. NR

Heating, Ventilation, & Air Conditioning/Refrigeration (HVAC/R)

- Not possible for your curriculum to meet our specific needs; just want candidates to be well versed in basic principles of HVAC/R and the tools needed for the trade. SUP

Medical Assistant

- We need to get more people interested in this career. NR

Nursing – Associate Degree

- Student very pleasant and willing to learn. ASH
- We would like WITC to provide Post education classes that we could send our nurses to in regards to Mega Rule regulations (long-term care). NR
- We need more nurses. RL

Nursing Assistant

- I think it would make sense to combine CBRF training with CNA Course. NR
- WITC does what it can, but need to attract more to this field. RL
- More connection with our company and more referrals for your graduates to work here. SUP

Welding

- Hands-on actual building a product off of a blueprint. Keeping in mind tolerances and squareness and so on. NR
- Mike: Would stop in once and awhile, no visit from instructor to know what area business do or what is needed. RL

8. Do you have specific training needs for your employees? If yes, what are they?

Accounting Assistant

- Already doing this. RL

Administrative Professional

- Basic skills. ONLN
- Case Management - Elder Care. Documentation. Advocacy. Understanding community resources. RL
- Technical/mechanical. RL

Advanced EMT

- More focus on the rural aspect of EMS and limited resource management. RL

Agricultural Power and Equipment Technician

- Sometimes - recently did a CPR class. OSHA. NR
- John Deere classes. NR
- Specific to this business. NR
- The two most important would be; 1. Electrical troubleshooting and diagnostics, and 2. Hydraulic troubleshooting and diagnostics. A third possibility would be customer relations. NR

Automated Packaging Systems Technician

- Already listed. NR
- Electrical Programming. NR
- I would like to set up a conference to discuss our technology and packaging needs. NR

CBRF Caregiver

- Employees need CBRF classes, med management, fire safety, etc.

Cosmetology

- Team building skills. Clipper cutting. RL
- Practice men's fades and blending. RL
- Color placement, men's cutting and blending, texture to both men & women's haircutting. RL
- Must be licensed in the state of Wisconsin for Cosmetology. SUP

Dairy Herd Management

- CDL. RL

Dental Assistant

- As a specialty office, we would provide. RL

Early Childhood Education

- Data entry. Challenging behavior. Day Care regulations. ASH
- Professionalism as we work in a school. Good communication skills. NR
- Shaken Baby, 1st Aid/CPR, Non-Violent Crisis Intervention, EC. 1 & 2 RL

E-Connect – Child Care Services

- WMELS. ONLN
- More lesson material and theme ideas, projects, etc. RL

Emergency Medical Technician

- Recertification. Training on advanced skills. ASH
- CEU's for flexible refresher. RL
- Refresher courses, ACLS, Critical Care. RL

Entry Level Machining

- General employee training. One thing lacking in this student that we need is Forklift Training. They need to be able to move/manipulate heavy molds. NR

Heating, Ventilation, & Air Conditioning/Refrigeration (HVAC/R)

- To use the lab for more training. SUP
- Too numerous to mention. SUP

Human Resource Management

- Intro to Supervisory skills for leads on the production shop floor. RL

IT – Network Specialist

- Medical Equipment. RL

Machine Tool Operation

- Preparation on how to process a work piece prior to machining it. Edge finding, work holding, which steps to machine and in what order, etc. ASH

Machine Tooling Technics

- Manufacturing in the U.S. should be teaching and seeking opportunities in automation/robotics. NR
- Mold Making. NR
- SolidWorks & MasterCam classes, SolidWorks starter class to advanced modeling MasterCam refresher course for new versions. NR

Medical Assistant

- Nothing additional. ASH
- CEs. ASH
- Procedure set ups, injections, prior authorization. NR
- Nothing beyond what the MA program provides. SUP

Motorcycle, Marine & Outdoor Power Products Technician

- Computer diagnostics, certificates, etc. NR

Nursing – Associate Degree

- Fetal Monitoring certification. Simulation for OB emergencies. ASH
- Critical thinking, IV skills, great assessment skills - students. Continued education regarding standards of care in Emergency Medicine. ASH
- Mega Rule training. NR
- Respiratory Care - Ventilators, trachs, nebulizers, oxygen delivery systems, suctioning. NR
- More focus on IV skills; starting IVs, IV med administration. NR
- Crisis intervention. Suicide Prevention. Con-games. NR
- Their training has met our needs. RL

- TNCC, ACLS, BLS, PALS, NRP, ENPC. RL
- The skills needed are the ones they need to build on and learn with time. Communication skills with other departments in the medical field and how they depend on each other and each facility will be different. RL
- Burn care/wound care learned on job. SUP
- They are completed on the job. SUP
- Hands-on testing for a wide variety of skills. Traditionally, we try to provide this internally, but is challenging to do so. SUP

Nursing Assistant

- RN/LPN training, NAR training. Training needs depend on job applicant applies for. ASH
- Knowledge of WI programs. ASH
- Customer Service - How to interact with family and residents. ASH
- CNAs need CBRF training. Your class offerings are limited. NR
- Learning to take blood pressure. NR
- You are already providing this. Have to be certified. NR
- Hospital focus vs. long term care focus are quite different. NR
- Our employees that have hands-on with residents, need to be able to obtain vitals including the ability to use manual blood pressure cuff. RL
- Skills competencies for nurses and CNAs. IV refresher course for nurses. RL
- IC, PPE. RL
- Dementia Training. RL
- We also hire PCAs. CNAs & PCAs are required to go through a return demo for our company. We use Educare on-line training. RL
- Would be nice for the new CNA to have the ability to take vitals and blood pressure. Also need to understand the importance of oral and pericare. RL

- More hands-on training. RL
- We do our New Perspective training - different training since we are an Assisted Living/Memory Care. SUP

Residential Construction and Cabinetmaking

- Show up to work on time, willing to learn and work hard. RL

Welding

- We use TIG process on a regular basis. Implement more TIG welding. RL
- Becoming a good employee: What makes a good employee. RL
- We are an aluminum weld shop. Lots of TIG alum and wire with mixed shielding gases. They struggle a little with that. SUP

9. In what manner would you like courses delivered – (Other, please specify)?

Cosmetology

- Whatever it takes! SUP

Emergency Medical Technician

- Me personally, I prefer on-site and evening/weekend. The younger EMTs don't mind the online/internet and two way video classes. I also like working in groups. NR
- Face-to-face and ITV. RL

Nursing Assistant

- Whatever gets people into classes and the workforce. RL