



Northwood
Technical College

Employer Satisfaction Report of 2020-2021 Graduates

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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 Northwood Technical College, 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 Northwood Tech.

Method

Employers surveyed in the Employer Satisfaction Survey were identified through information provided by respondents of the 2020-2021 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 2022, as well as emails when email addresses were provided.

Two hundred twenty (220) employers, identified by 2020-2021 graduates, were included in the Employer Satisfaction Survey. As shown in Table 1 below, 95 employers completed the survey, which represents a 43 percent return rate. Of the employers surveyed, 26 were identified by Ashland campus graduates, 74 by New Richmond, 12 by Online, 72 by Rice Lake, and 36 by Superior campus graduates.

Campus	Employers Surveyed	Employers Responding	Percent Responding	Percent of Total Responses
Ashland	26	13	50%	12%
New Richmond	74	28	38%	34%
Online	12	6	50%	5%
Rice Lake	72	36	50%	33%
Superior	36	12	33%	16%
TOTAL	220	95	43%	100%

Table 1
Employers Surveyed and Employers Responding By Campus of Graduates

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 Northwood Tech program graduates, if they would recommend Northwood Tech graduates to other employers, if they would hire Northwood Tech graduates again and how important Northwood Tech is to the overall success of their business. Responses to these questions can be found on page 34.

In addition, Northwood Tech 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 Northwood Tech job bank, *Handshake*, for posting openings and if they would be willing to serve in an advisory capacity for Northwood Tech programs. Responses to those questions can be found on page 35. Employers were given the opportunity to provide their recommendations for improving Northwood Tech graduates' skills. Employer's recommendations can be found in **Appendix E** by campus and program starting on page 59.

Summary information by college division can be found in **Appendix B** and by Northwood Tech campus in **Appendix C**. Program summaries for programs that had three or more employers responding to the survey are in **Appendix D**.

Employer comments are summarized in **Appendix E** and arranged by Northwood Tech 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, 84% or more of employers indicated the attributes listed exceed or meet their expectation level of an entry-level employee.

Expectation Level	Percent of Employer's Expectations Meets or Exceeds
Mastery of skill and knowledge in the field	86%
Ability to perform technical skills of the profession	88%
Ability to communicate effectively with co-workers and/or customers	89%
Relevancy of graduates' skill and/or knowledge base in relationship to real world applications within the industry	87%
Mastery of science, technology, engineering, or math skills needed in the field	84%
Overall preparedness for employment at your company	86%

Table 2
Employer's Expectations

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, 18 (19%) employers responding rated graduates as exceeding their expectations; 64 (67%) as meeting their expectations; and 10 (11%) as nearly meeting their expectations. Two employers (2%) indicated that graduates did not meet their expectations and one employer (1%) who indicated Does Not Apply.

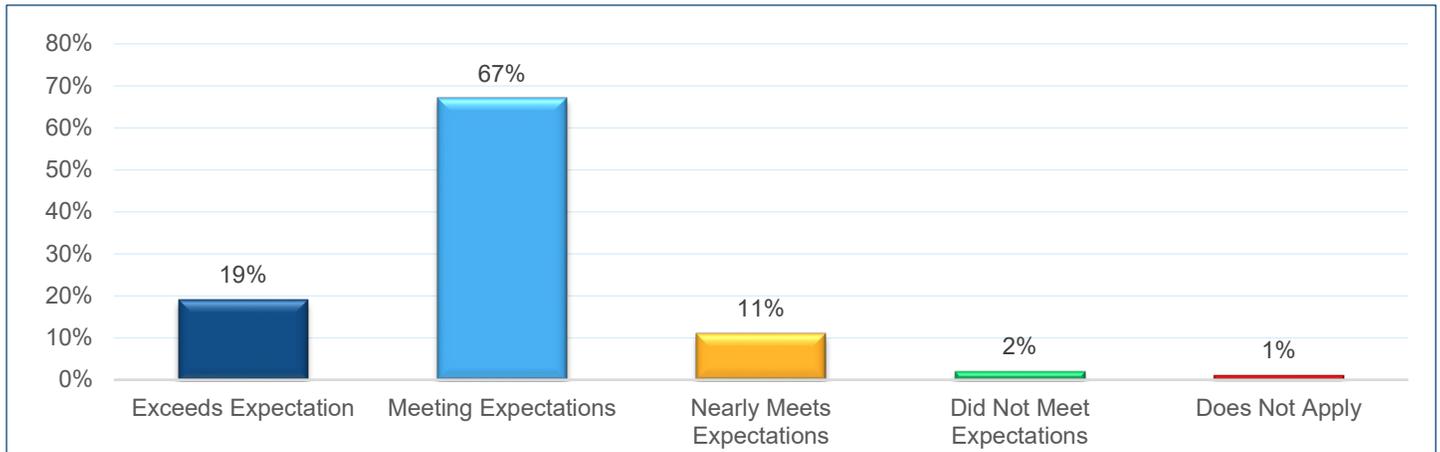


Figure 1
Employer's Response – Mastery of Skill and Knowledge in the Field

Ability to Perform Technical Skills of the Profession

As indicated below, 30 (32%) employers rated graduates as exceeding their expectations of an entry-level employee in their ability to perform technical skills of the profession; 54 (57%) as meeting their expectations; and 8 (8%) as nearly meeting their expectations. Two employers (2%) indicated did not meet their expectations of an entry-level employee in their ability to perform technical skills of the profession and one employer (1%) indicated Does Not Apply.

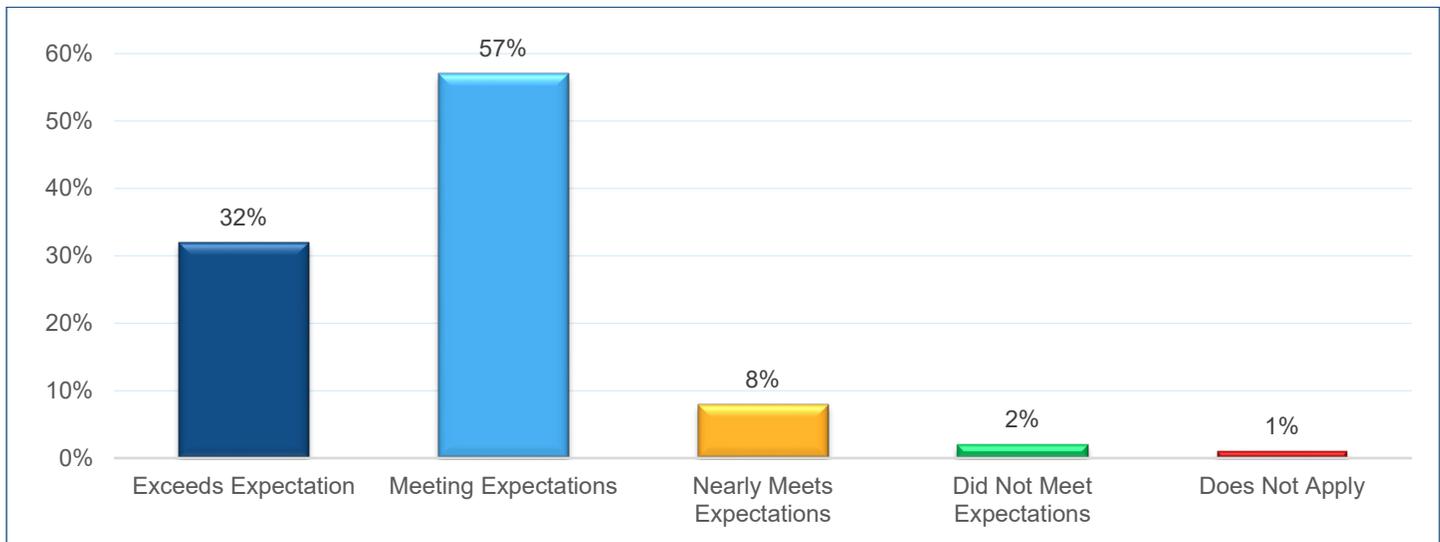


Figure 2
Employer's Response – Ability to Perform Technical Skills of the Profession

Ability to Communicate Effectively

Graduates were rated on their ability to communicate effectively with co-workers and/or customers. Thirty-Three (35%) employers said that graduates exceeded their expectations; 52 (55%) met their expectations; and 6 (6%) nearly met their expectations. Two employers (2%) indicated that graduates did not meet their expectations, and two employer (2%) indicated Does Not Apply.

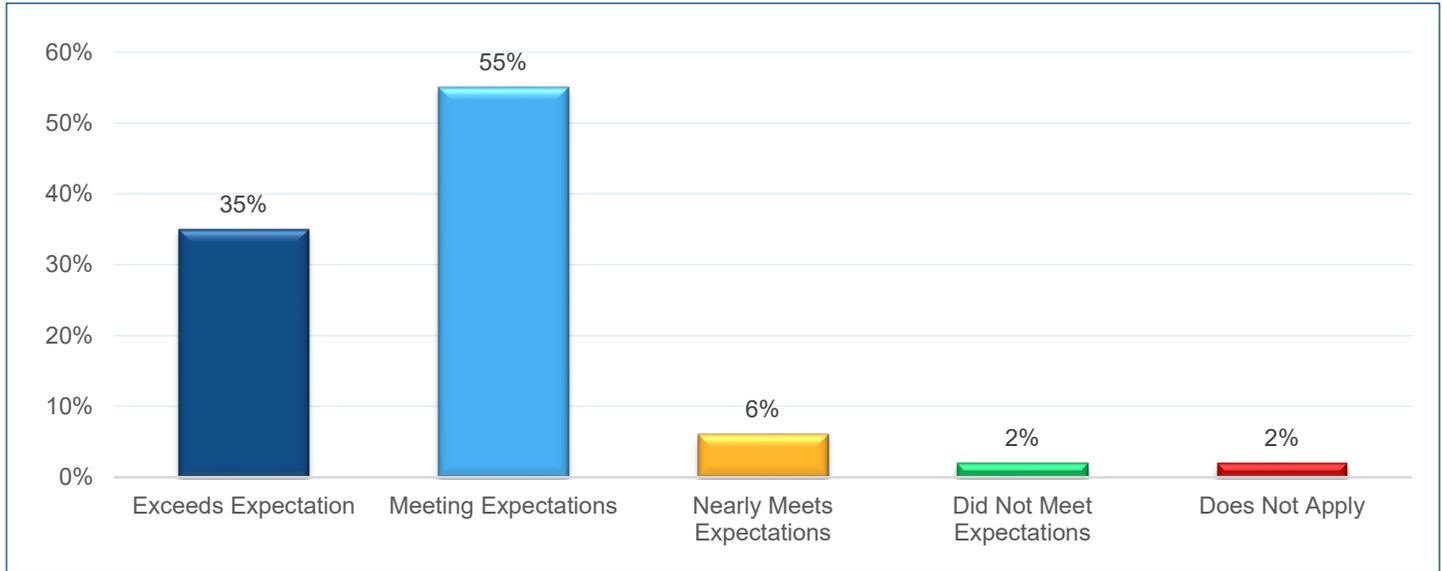


Figure 3
Employer's Response – Ability to Communicate Effectively

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. Twenty-seven (28%) employers indicated that graduates exceeded their expectations; 56 (59%) as meeting their expectations; and 10 (11%) as nearly meeting their expectations. One (1%) employer indicated that graduates did not meet their expectations, and one (1%) employers indicated Does Not Apply.

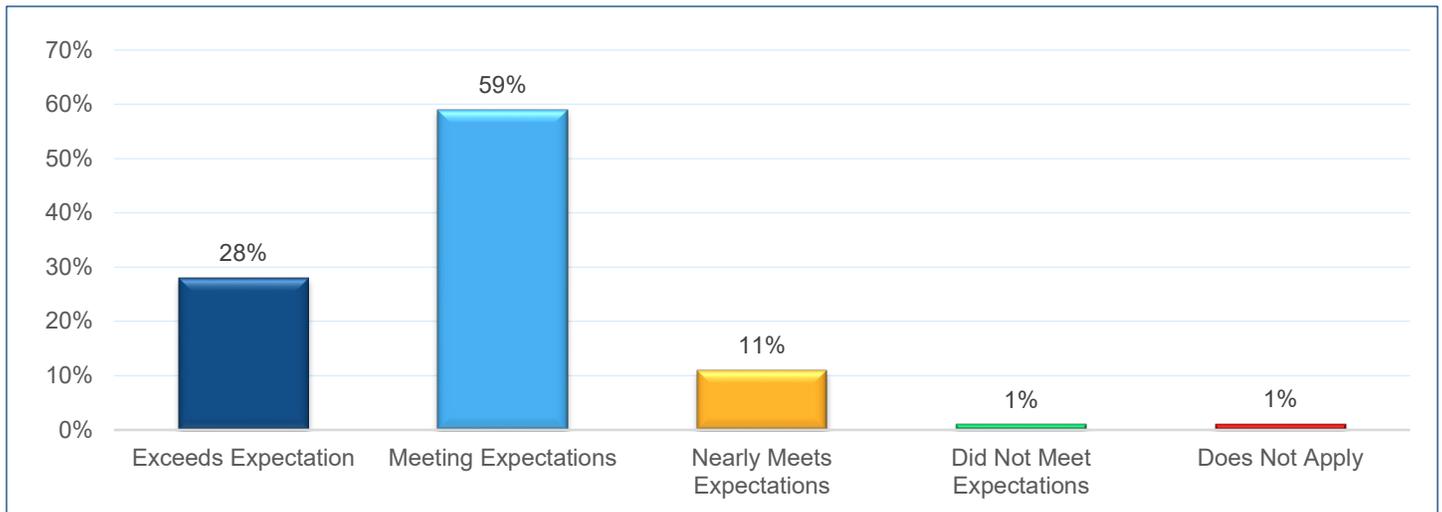


Figure 4
Employer's Response – Relevancy of Graduates' Skill and/or Knowledge Base

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. Twenty-one (22%) employers rated graduates as exceeding their expectations; 59 (62%) as meeting their expectations; and 8 (8%) as nearly meeting their expectations. Three (3%) employers indicated graduates did not meet expectations and four (4%) employers indicated Does Not Apply.

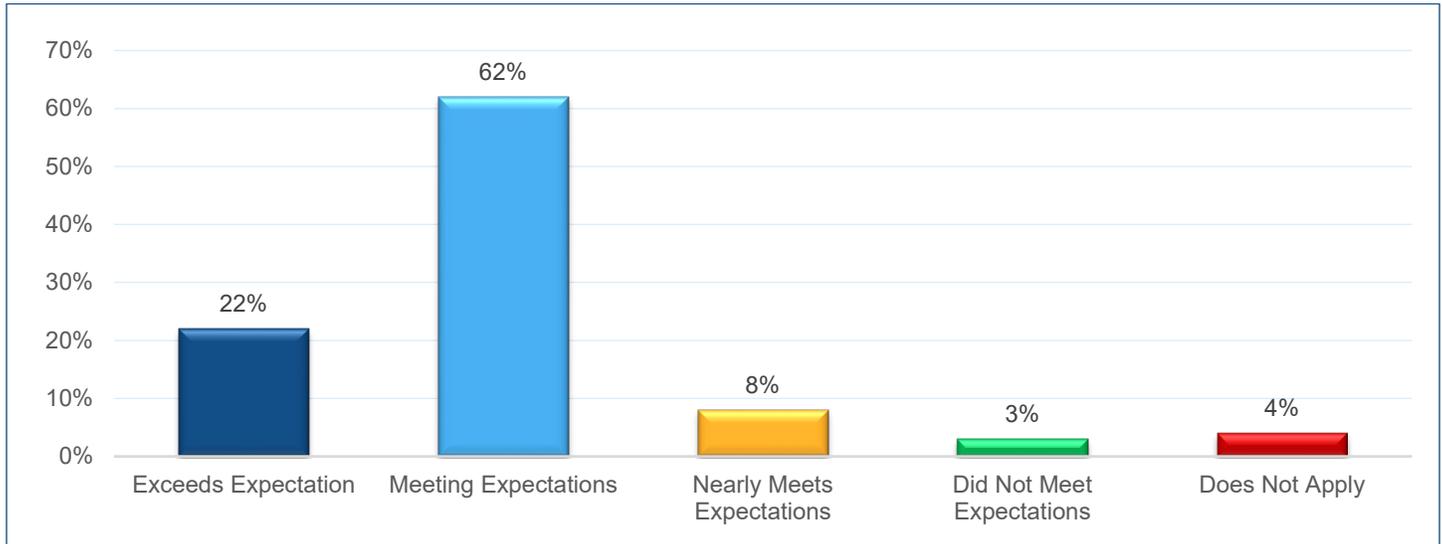


Figure 5
Employer's Response – Mastery of Science, Technology, Engineering or Math Skills Needed in the Field

Overall Preparedness for Employment

Employers were asked to rate the entry-level employee on his/her overall preparedness for employment at their company. Twenty-nine (31%) employers indicated that graduates exceeded their expectations; 53 (56%) as meeting their expectations; and 9 (9%) as nearly meeting their expectations. Two (2%) employers indicated that graduates did not meet their expectations, and two employers (2%) indicated Does Not Apply.

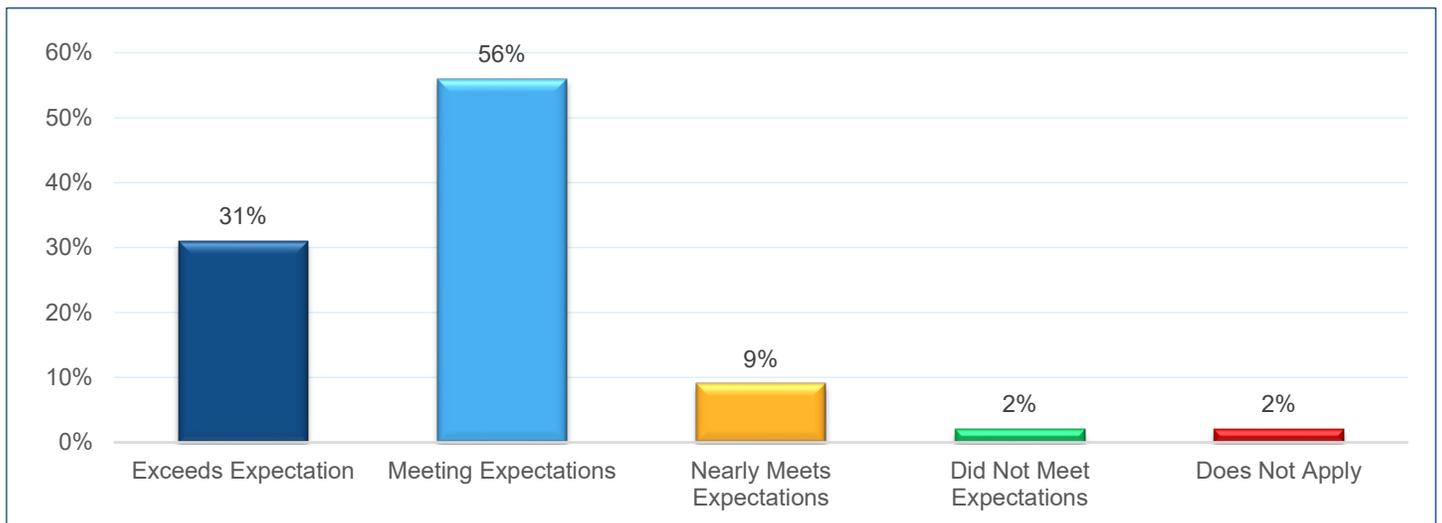


Figure 6
Employer's Response – Overall Preparedness for Employment

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 program graduates' education.

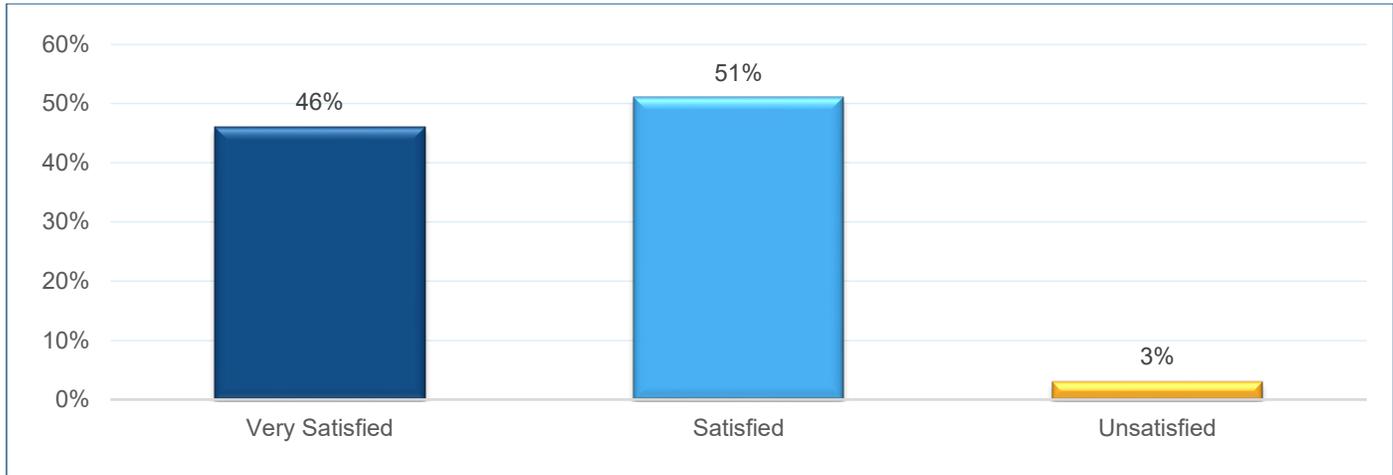


Figure 7
Employer's Response – Satisfaction with Graduates' Technical College Education

Employers Who Would Recommend Northwood Technical College Graduates to Another Employer

Employers were asked if they would recommend Northwood Tech graduates to another employer. As indicated in Figure 8, 88% of employers would recommend graduates, 12% said maybe they would recommend, and zero employers would not recommend graduates.

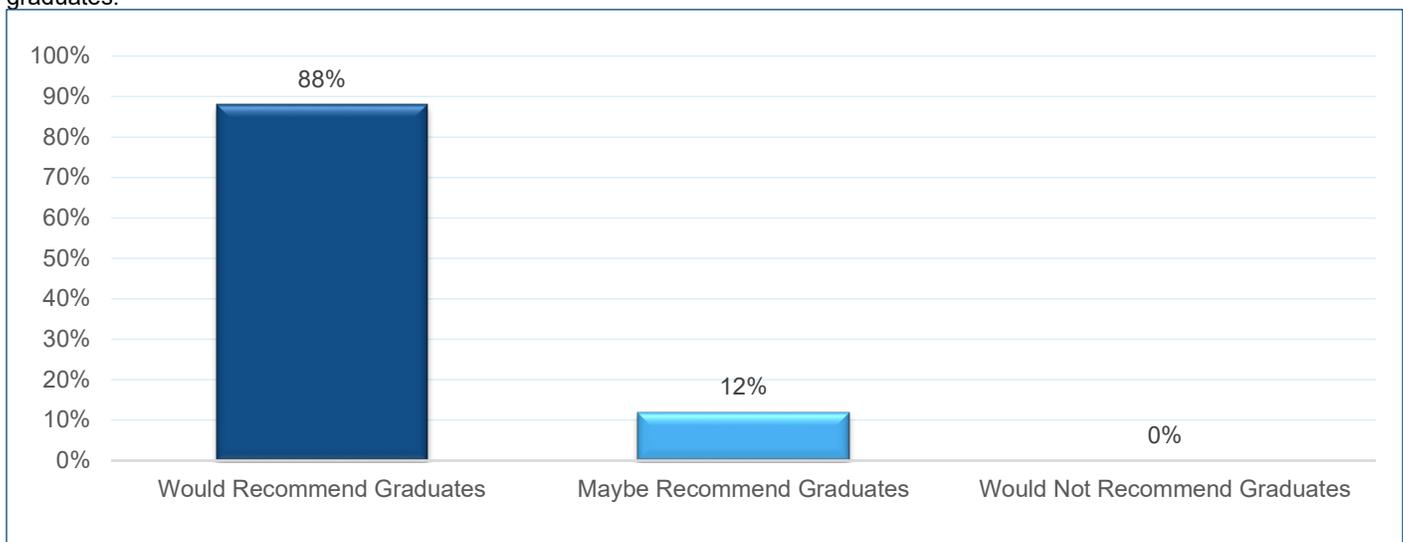


Figure 8
Employers Who Would Recommend Northwood Technical College Graduates to Another Employer

Employers Who Would Hire Northwood Technical College Graduates Again

Employers were asked if they would hire Northwood Tech graduates again. As indicated in Figure 9 below, 92% of employers would hire graduates again, 7% said maybe they would hire Northwood Tech graduates again, and 1% said they would not hire a Northwood Tech graduate again.

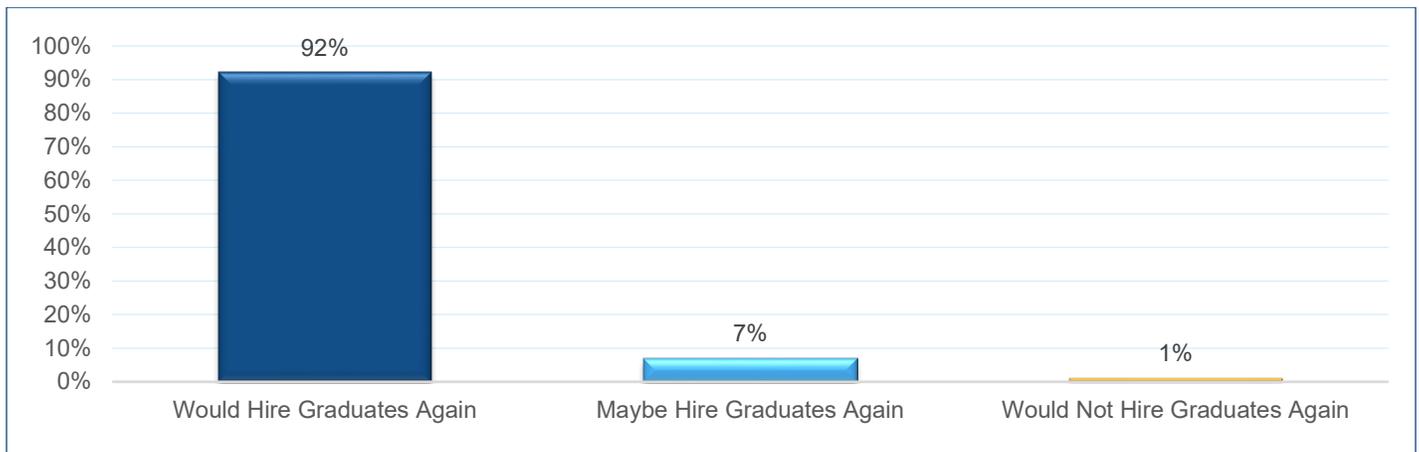


Figure 9
Employers Who Would Hire Northwood Technical College Graduates Again

Importance of Northwood Technical College to Overall Success of Business

Employers were asked how important Northwood Tech is to the overall success of their business. As indicated in Figure 10 below, 55% of employers thought Northwood Tech was Very Important to the success of their business, 32% said Important, 11% said Somewhat Important, and 3% said Northwood Tech was Not Important.

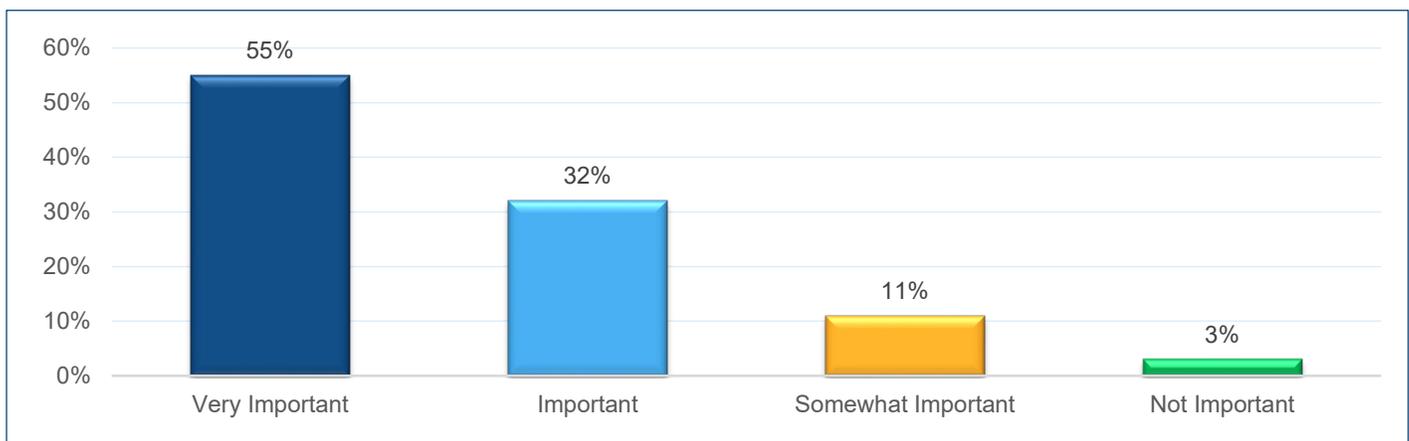


Figure 10
Importance of Northwood Technical College to Overall Success of Business

Employers Who Indicated Northwood Technical College Provided Desired Services for Employers

Employers were asked if Northwood Tech provided the desired services they needed. As indicated in Figure 11 below, 85% of employers thought Northwood Tech provided desired services they need for their business. Ten percent (15%) indicated that desired services were not provided. Additional employer comments are included in Appendix E.

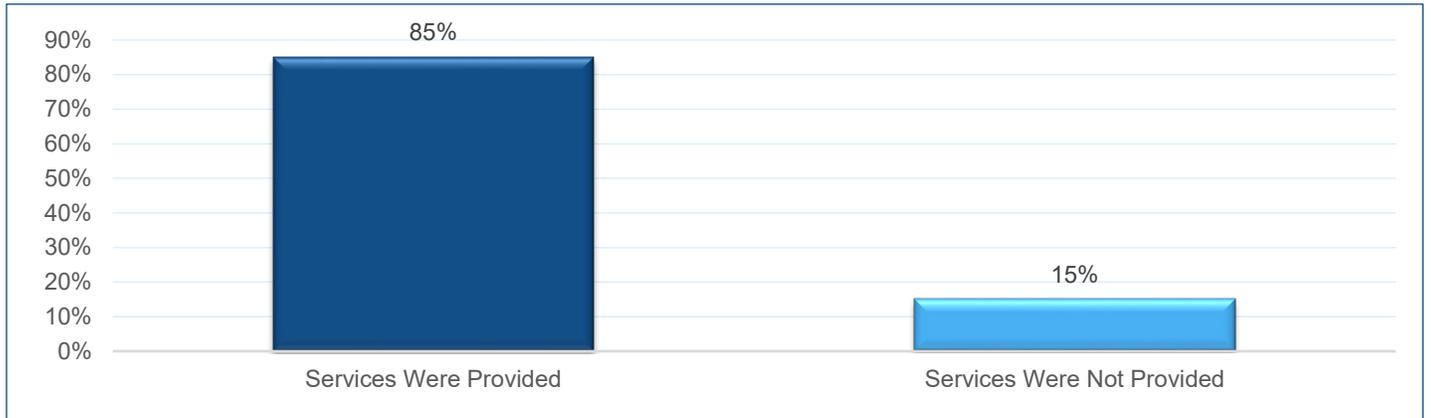


Figure 11
Employers Who Indicated Northwood Technical College Provided Desired Services for Employers

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.

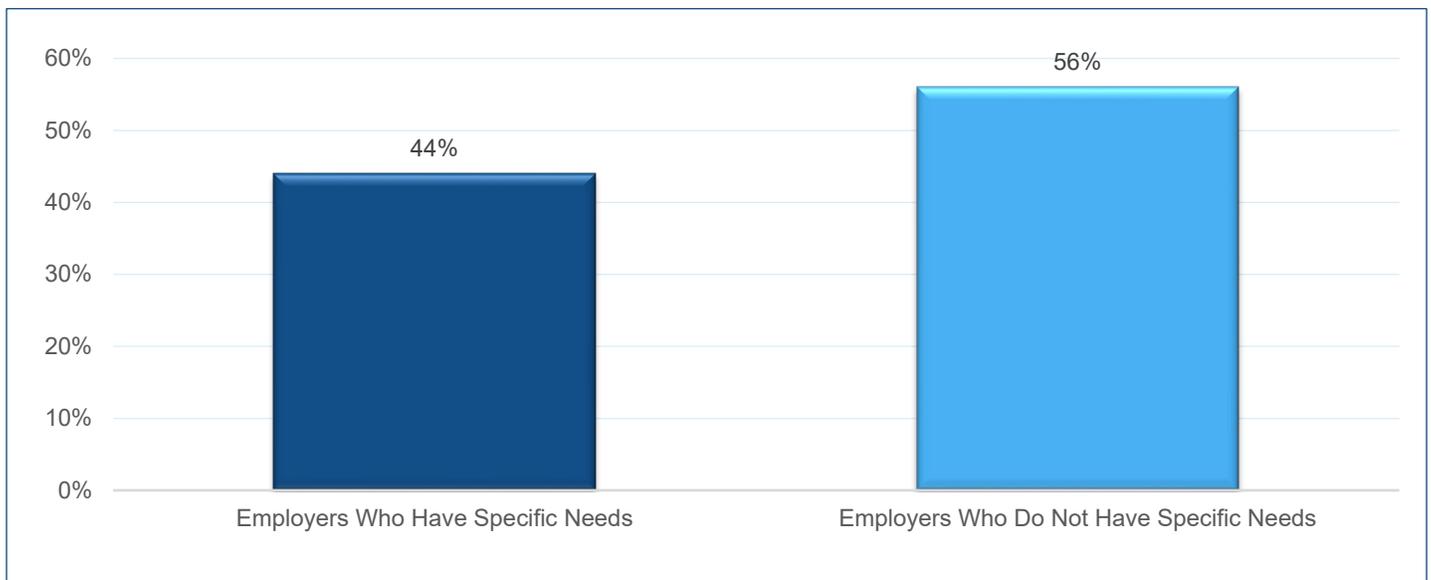


Figure 12
Employers Who Have Specific Training Needs

Appendix A

You can fill out this survey online by visiting bit.ly/NorthwoodTechEmployerSurvey.
Your online survey access code is: «Employer_Survey_Access_Code»

Part I: Wisconsin Technical College System Questions

1. How well does Northwood Technical College's «Program_Name» Program prepare graduates compared to your expectations of an entry-level employee? **Circle one number.** If the statement does not apply to the fields in which you have hired Northwood Tech 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 the graduates' technical college education?
- Very Satisfied
 - Satisfied
 - Unsatisfied
 - Very Unsatisfied
3. Would you recommend graduates of this program to another employer?
- Yes
 - No
 - Maybe
4. Would you hire a technical college graduate again?
- Yes
 - No
 - Maybe
5. How important is your local technical college(s) to the overall success of your business?
- Very Important
 - Important
 - Somewhat Important
 - Not Important

Part II: Northwood Technical College Questions

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

(over)

7. Has Northwood Tech provided you with the desired services you need?

- Yes No

If no, what additional services would you like Northwood Tech 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 Northwood Tech's job bank, *Handshake*, to list job openings at your company?

- Yes No

11. If no, would you like additional information about how to list job openings on Northwood Tech's job bank, *Handshake*?

- 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: _____

For Office Use Only Access Code «Employer_Survey_Access_Code» Marked Complete <input type="checkbox"/>
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Appendix B

Collegewide Results

N=95

	EXPECTATION LEVEL									
	Exceeds		Meets		Nearly Meets		Does Not Meet		Does Not Apply	
Mastery of skill and knowledge in the field	18	19%	64	67%	10	11%	2	2%	1	1%
Ability to perform technical skills of the profession	30	32%	54	57%	8	8%	2	2%	1	1%
Ability to communicate effectively with co-workers and/or customers	33	35%	52	55%	6	6%	2	2%	2	2%
Relevancy of graduates' skill and/or knowledge base in relationship to real world applications within the industry	27	28%	56	59%	10	11%	1	1%	1	1%
Mastery of science, technology, engineering, or math skills needed in the field	21	22%	59	62%	8	8%	3	3%	4	4%
Overall preparedness for employment at your company	29	31%	53	56%	9	9%	2	2%	2	2%

	SATISFACTION LEVEL							
	Very Satisfied		Satisfied		Unsatisfied		Very Unsatisfied	
Satisfaction with graduates' education	44	46%	48	51%	3	3%	-	-

	Yes		No		Maybe	
	Recommend Northwood Tech graduates to another employer	84	88%	-	-	11
Hire Northwood Tech graduates again	87	92%	1	1%	7	7%

	IMPORTANCE LEVEL							
	Very Important		Important		Somewhat Important		Not Important	
How important is Northwood Tech to the overall success of your business?	52	55%	30	32%	10	11%	3	3%

Collegewide Results

N=95

	Yes		No	
	Count	Percent	Count	Percent
Has Northwood Tech provided you with the desired services you need?	76	85%	13	15%
Do you have specific training needs for your employees?	40	44%	51	56%

In what manner would you like courses delivered? (Check all that apply)	Count	Percent
Face to face, on-site with an instructor	69	73%
Internet/Online Courses	31	33%
Two-way Interactive video classes (ITV/IPV)	17	18%
Flexible evening/weekend sessions	28	29%
Other (please specify)	4	4%

	Yes		No	
	Count	Percent	Count	Percent
Are you currently utilizing Northwood Tech's job bank, <i>Handshake</i> , to list job openings at your company?	10	11%	78	89%
If no, would you like additional information about how to list job openings on Northwood Tech's job bank, <i>Handshake</i> ?	45	54%	39	46%
Are you interested in helping to shape the future of our programs by serving on a program advisory committee?	31	37%	53	63%

Architecture and Construction

N=6

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

	SATISFACTION LEVEL							
	Very Satisfied		Satisfied		Unsatisfied		Very Unsatisfied	
Satisfaction with graduates' education	2	33%	3	50%	1	17%	-	-

	Yes		No		Maybe	
	Recommend Northwood Tech graduates to another employer	5	83%	-	-	1
Hire Northwood Tech graduates again	5	83%	-	-	1	17%

	IMPORTANCE LEVEL							
	Very Important		Important		Somewhat Important		Not Important	
How important is Northwood Tech to the overall success of your business?	2	33%	2	33%	1	17%	1	17%

Architecture and Construction

N=6

	Yes		No	
	Count	Percent	Count	Percent
Has Northwood Tech provided you with the desired services you need?	4	67%	2	33%
Do you have specific training needs for your employees?	4	67%	2	33%

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	1	17%
Two-way Interactive video classes (ITV/IPV)	-	-
Flexible evening/weekend sessions	2	33%
Other (please specify)	-	-

	Yes		No	
	Count	Percent	Count	Percent
Are you currently utilizing Northwood Tech's job bank, <i>Handshake</i> , to list job openings at your company?	-	-	6	100%
If no, would you like additional information about how to list job openings on Northwood Tech's job bank, <i>Handshake</i> ?	3	50%	3	50%
Are you interested in helping to shape the future of our programs by serving on a program advisory committee?	3	50%	3	50%

Business Management, Administration & Finance

N=8

	EXPECTATION LEVEL									
	Exceeds		Meets		Nearly Meets		Does Not Meet		Does Not Apply	
Mastery of skill and knowledge in the field	2	25%	6	75%	-	-	-	-	-	-
Ability to perform technical skills of the profession	4	50%	4	50%	-	-	-	-	-	-
Ability to communicate effectively with co-workers and/or customers	3	38%	5	63%	-	-	-	-	-	-
Relevancy of graduates' skill and/or knowledge base in relationship to real world applications within the industry	4	50%	4	50%	-	-	-	-	-	-
Mastery of science, technology, engineering, or math skills needed in the field	4	50%	4	50%	-	-	-	-	-	-
Overall preparedness for employment at your company	5	63%	3	38%	-	-	-	-	-	-

	SATISFACTION LEVEL							
	Very Satisfied		Satisfied		Unsatisfied		Very Unsatisfied	
Satisfaction with graduates' education	8	100%	-	-	-	-	-	-

	Yes		No		Maybe	
	Recommend Northwood Tech graduates to another employer	7	88%	-	-	1
Hire Northwood Tech graduates again	7	88%	-	-	1	13%

	IMPORTANCE LEVEL							
	Very Important		Important		Somewhat Important		Not Important	
How important is Northwood Tech to the overall success of your business?	4	50%	2	25%	1	13%	1	13%

Business Management, Administration & Finance

N=8

	Yes		No	
	Count	Percent	Count	Percent
Has Northwood Tech provided you with the desired services you need?	1	14%	6	86%
Do you have specific training needs for your employees?	1	14%	6	86%

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	4	50%
Two-way Interactive video classes (ITV/IPV)	2	25%
Flexible evening/weekend sessions	3	38%
Other (please specify)	-	-

	Yes		No	
	Count	Percent	Count	Percent
Are you currently utilizing Northwood Tech's job bank, <i>Handshake</i> , to list job openings at your company?	1	14%	6	86%
If no, would you like additional information about how to list job openings on Northwood Tech's job bank, <i>Handshake</i> ?	1	14%	6	86%
Are you interested in helping to shape the future of our programs by serving on a program advisory committee?	1	14%	6	86%

Family and Consumer

N=9

	EXPECTATION LEVEL									
	Exceeds		Meets		Nearly Meets		Does Not Meet		Does Not Apply	
Mastery of skill and knowledge in the field	2	22%	7	78%	1	-	-	-	-	-
Ability to perform technical skills of the profession	4	44%	4	44%	-	-	1	11%	-	-
Ability to communicate effectively with co-workers and/or customers	4	44%	3	33%	2	22%	-	-	-	-
Relevancy of graduates' skill and/or knowledge base in relationship to real world applications within the industry	2	22%	7	78%	-	-	-	-	-	-
Mastery of science, technology, engineering, or math skills needed in the field	2	22%	5	56%	-	-	-	-	2	22%
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	3	33%	6	67%	-	-	-	-

	Yes		No		Maybe	
	Recommend Northwood Tech graduates to another employer	9	100%	-	-	-
Hire Northwood Tech graduates again	9	100%	-	-	-	-

	IMPORTANCE LEVEL							
	Very Important		Important		Somewhat Important		Not Important	
How important is Northwood Tech to the overall success of your business?	8	89%	1	11%	-	-	-	-

Family and Consumer

N=9

	Yes		No	
	Count	Percent	Count	Percent
Has Northwood Tech provided you with the desired services you need?	7	78%	2	22%
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	6	67%
Internet/Online Courses	5	56%
Two-way Interactive video classes (ITV/IPV)	2	22%
Flexible evening/weekend sessions	3	33%
Other (please specify)	-	-

	Yes		No	
	Count	Percent	Count	Percent
Are you currently utilizing Northwood Tech's job bank, <i>Handshake</i> , to list job openings at your company?	-	-	9	100%
If no, would you like additional information about how to list job openings on Northwood Tech's job bank, <i>Handshake</i> ?	6	75%	2	25%
Are you interested in helping to shape the future of our programs by serving on a program advisory committee?	6	67%	3	33%

Health Science

N=32

	EXPECTATION LEVEL									
	Exceeds		Meets		Nearly Meets		Does Not Meet		Does Not Apply	
Mastery of skill and knowledge in the field	10	31%	19	59%	3	9%	-	-	-	-
Ability to perform technical skills of the profession	12	38%	17	53%	3	9%	-	-	-	-
Ability to communicate effectively with co-workers and/or customers	13	41%	16	50%	2	6%	1	3%	-	-
Relevancy of graduates' skill and/or knowledge base in relationship to real world applications within the industry	10	31%	18	56%	4	13%	-	-	-	-
Mastery of science, technology, engineering, or math skills needed in the field	9	28%	20	63%	2	6%	-	-	1	3%
Overall preparedness for employment at your company	12	9%	17	53%	3	9%	-	-	-	-

	SATISFACTION LEVEL							
	Very Satisfied		Satisfied		Unsatisfied		Very Unsatisfied	
Satisfaction with graduates' education	17	53%	14	44%	1	3%	-	-

	Yes		No		Maybe	
	Recommend Northwood Tech graduates to another employer	28	88%	-	-	4
Hire Northwood Tech graduates again	29	91%	1	3%	2	6%

	IMPORTANCE LEVEL							
	Very Important		Important		Somewhat Important		Not Important	
How important is Northwood Tech to the overall success of your business?	20	63%	11	34%	1	3%	-	-

Health Science

N=32

	Yes		No	
	Count	Percent	Count	Percent
Has Northwood Tech provided you with the desired services you need?	25	86%	4	14%
Do you have specific training needs for your employees?	11	35%	20	65%

In what manner would you like courses delivered? (Check all that apply)	Count	Percent
Face to face, on-site with an instructor	21	66%
Internet/Online Courses	11	34%
Two-way Interactive video classes (ITV/IPV)	6	19%
Flexible evening/weekend sessions	9	28%
Other (please specify)	1	3%

	Yes		No	
	Count	Percent	Count	Percent
Are you currently utilizing Northwood Tech's job bank, <i>Handshake</i> , to list job openings at your company?	4	13%	26	87%
If no, would you like additional information about how to list job openings on Northwood Tech's job bank, <i>Handshake</i> ?	18	62%	11	38%
Are you interested in helping to shape the future of our programs by serving on a program advisory committee?	10	40%	15	60%

Hospitality Foundation

N=1

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

	SATISFACTION LEVEL							
	Very Satisfied		Satisfied		Unsatisfied		Very Unsatisfied	
Satisfaction with graduates' education	-	-	1	100%	-	-	-	-

	Yes		No		Maybe	
	Recommend Northwood Tech graduates to another employer	1	100%	-	-	-
Hire Northwood Tech graduates again	1	100%	-	-	-	-

	IMPORTANCE LEVEL							
	Very Important		Important		Somewhat Important		Not Important	
How important is Northwood Tech to the overall success of your business?	-	-	1	100%	-	-	-	-

Hospitality Foundation

N=1

	Yes		No	
	Count	Percent	Count	Percent
Has Northwood Tech provided you with the desired services you need?	1	100%	-	-
Do you have specific training needs for your employees?	1	100%	-	-

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

	Yes		No	
	Count	Percent	Count	Percent
Are you currently utilizing Northwood Tech's job bank, <i>Handshake</i> , to list job openings at your company?	-	-	1	100%
If no, would you like additional information about how to list job openings on Northwood Tech's job bank, <i>Handshake</i> ?	1	100%	-	-
Are you interested in helping to shape the future of our programs by serving on a program advisory committee?	-	-	1	100%

Information Technology

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	2	40%	3	60%	-	-	-	-	-	-
Relevancy of graduates' skill and/or knowledge base in relationship to real world applications within the industry	3	60%	2	40%	-	-	-	-	-	-
Mastery of science, technology, engineering, or math skills needed in the field	1	20%	3	60%	1	20%	-	-	-	-
Overall preparedness for employment at your company	3	60%	2	40%	-	-	-	-	-	-

	SATISFACTION LEVEL							
	Very Satisfied		Satisfied		Unsatisfied		Very Unsatisfied	
Satisfaction with graduates' education	3	60%	2	40%	-	-	-	-

	Yes		No		Maybe	
	Recommend Northwood Tech graduates to another employer	5	100%	-	-	-
Hire Northwood Tech graduates again	5	100%	-	-	-	-

	IMPORTANCE LEVEL							
	Very Important		Important		Somewhat Important		Not Important	
How important is Northwood Tech to the overall success of your business?	1	20%	4	80%	-	-	-	-

Information Technology

N=5

	Yes		No	
	Count	Percent	Count	Percent
Has Northwood Tech provided you with the desired services you need?	5	100%	-	-
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	80%
Internet/Online Courses	3	60%
Two-way Interactive video classes (ITV/IPV)	2	40%
Flexible evening/weekend sessions	2	40%
Other (please specify)	-	-

	Yes		No	
	Count	Percent	Count	Percent
Are you currently utilizing Northwood Tech's job bank, <i>Handshake</i> , 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 Northwood Tech's job bank, <i>Handshake</i> ?	2	50%	2	50%
Are you interested in helping to shape the future of our programs by serving on a program advisory committee?	-	-	5	100%

IT Manufacturing

N=1

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

	SATISFACTION LEVEL							
	Very Satisfied		Satisfied		Unsatisfied		Very Unsatisfied	
Satisfaction with graduates' education	-	-	1	100%	-	-	-	-

	Yes		No		Maybe	
	Recommend Northwood Tech graduates to another employer	1	100%	-	-	-
Hire Northwood Tech graduates again	1	100%	-	-	-	-

	IMPORTANCE LEVEL							
	Very Important		Important		Somewhat Important		Not Important	
How important is Northwood Tech to the overall success of your business?	-	-	1	100%	-	-	-	-

IT Manufacturing

N=1

	Yes		No	
	Count	Percent	Count	Percent
Has Northwood Tech provided you with the desired services you need?	1	100%	-	-
Do you have specific training needs for your employees?	1	100%	-	-

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

	Yes		No	
	Count	Percent	Count	Percent
Are you currently utilizing Northwood Tech's job bank, <i>Handshake</i> , to list job openings at your company?	-	-	1	100%
If no, would you like additional information about how to list job openings on Northwood Tech's job bank, <i>Handshake</i> ?	1	100%	-	-
Are you interested in helping to shape the future of our programs by serving on a program advisory committee?	1	100%	-	-

Law, Public Safety and Security

N=9

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

	SATISFACTION LEVEL							
	Very Satisfied		Satisfied		Unsatisfied		Very Unsatisfied	
Satisfaction with graduates' education	2	22%	7	78%	-	-	-	-

	Yes		No		Maybe	
	Recommend Northwood Tech graduates to another employer	5	56%	-	-	4
Hire Northwood Tech graduates again	8	89%	-	-	1	11%

	IMPORTANCE LEVEL							
	Very Important		Important		Somewhat Important		Not Important	
How important is Northwood Tech to the overall success of your business?	5	56%	3	33%	1	11%	-	-

Law, Public Safety and Security

N=9

	Yes		No	
	Count	Percent	Count	Percent
Has Northwood Tech provided you with the desired services you need?	7	78%	2	22%
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	8	89%
Internet/Online Courses	5	56%
Two-way Interactive video classes (ITV/IPV)	3	33%
Flexible evening/weekend sessions	3	33%
Other (please specify)	-	-

	Yes		No	
	Count	Percent	Count	Percent
Are you currently utilizing Northwood Tech's job bank, <i>Handshake</i> , to list job openings at your company?	1	11%	8	89%
If no, would you like additional information about how to list job openings on Northwood Tech's job bank, <i>Handshake</i> ?	4	44%	5	56%
Are you interested in helping to shape the future of our programs by serving on a program advisory committee?	3	33%	6	67%

Manufacturing

N=12

	EXPECTATION LEVEL									
	Exceeds		Meets		Nearly Meets		Does Not Meet		Does Not Apply	
Mastery of skill and knowledge in the field	1	8%	7	58%	3	25%	1	8%	-	-
Ability to perform technical skills of the profession	1	8%	8	67%	2	17%	1	8%	-	-
Ability to communicate effectively with co-workers and/or customers	3	25%	7	58%	-	-	1	8%	1	8%
Relevancy of graduates' skill and/or knowledge base in relationship to real world applications within the industry	2	17%	7	58%	2	17%	1	8%	-	-
Mastery of science, technology, engineering, or math skills needed in the field	1	8%	7	58%	2	17%	2	17%	-	-
Overall preparedness for employment at your company	3	25%	6	50%	1	8%	2	17%	-	-

	SATISFACTION LEVEL							
	Very Satisfied		Satisfied		Unsatisfied		Very Unsatisfied	
Satisfaction with graduates' education	2	17%	9	75%	1	8%	-	-

	Yes		No		Maybe	
	Recommend Northwood Tech graduates to another employer	11	92%	-	-	1
Hire Northwood Tech graduates again	11	92%	-	-	1	8%

	IMPORTANCE LEVEL							
	Very Important		Important		Somewhat Important		Not Important	
How important is Northwood Tech to the overall success of your business?	6	50%	2	1%	3	13%	1	8%

Manufacturing

N=12

	Yes		No	
	Count	Percent	Count	Percent
Has Northwood Tech provided you with the desired services you need?	8	73%	3	27%
Do you have specific training needs for your employees?	6	55%	5	45%

In what manner would you like courses delivered? (Check all that apply)	Count	Percent
Face to face, on-site with an instructor	11	92%
Internet/Online Courses	1	8%
Two-way Interactive video classes (ITV/IPV)	-	-
Flexible evening/weekend sessions	3	25%
Other (please specify)	-	-

	Yes		No	
	Count	Percent	Count	Percent
Are you currently utilizing Northwood Tech's job bank, <i>Handshake</i> , to list job openings at your company?	3	30%	7	70%
If no, would you like additional information about how to list job openings on Northwood Tech's job bank, <i>Handshake</i> ?	1	11%	8	89%
Are you interested in helping to shape the future of our programs by serving on a program advisory committee?	5	50%	5	50%

Transportation, Distribution and Logistics

N=2

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

	SATISFACTION LEVEL							
	Very Satisfied		Satisfied		Unsatisfied		Very Unsatisfied	
Satisfaction with graduates' education	2	100%	-	-	-	-	-	-

	Yes		No		Maybe	
	Recommend Northwood Tech graduates to another employer	2	100%	-	-	-
Hire Northwood Tech graduates again	2	100%	-	-	-	-

	IMPORTANCE LEVEL							
	Very Important		Important		Somewhat Important		Not Important	
How important is Northwood Tech to the overall success of your business?	2	100%	-	-	-	-	-	-

Transportation, Distribution and Logistics

N=2

	Yes		No	
	Count	Percent	Count	Percent
Has Northwood Tech provided you with the desired services you need?	2	100%	-	-
Do you have specific training needs for your employees?	1	50%	1	50%

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

	Yes		No	
	Count	Percent	Count	Percent
Are you currently utilizing Northwood Tech's job bank, <i>Handshake</i> , to list job openings at your company?	-	-	1	100%
If no, would you like additional information about how to list job openings on Northwood Tech's job bank, <i>Handshake</i> ?	-	-	1	100%
Are you interested in helping to shape the future of our programs by serving on a program advisory committee?	1	50%	1	50%

Workforce & Community Development

N=10

	EXPECTATION LEVEL									
	Exceeds		Meets		Nearly Meets		Does Not Meet		Does Not Apply	
Mastery of skill and knowledge in the field	1	10%	9	90%	-	-	-	-	-	-
Ability to perform technical skills of the profession	1	10%	9	90%	-	-	-	-	-	-
Ability to communicate effectively with co-workers and/or customers	1	10%	9	90%	-	-	-	-	-	-
Relevancy of graduates' skill and/or knowledge base in relationship to real world applications within the industry	1	10%	9	90%	-	-	-	-	-	-
Mastery of science, technology, engineering, or math skills needed in the field	1	10%	8	80%	1	10%	-	-	-	-
Overall preparedness for employment at your company	2	20%	8	80%	-	-	-	-	-	-

	SATISFACTION LEVEL							
	Very Satisfied		Satisfied		Unsatisfied		Very Unsatisfied	
Satisfaction with graduates' education	5	50%	5	50%	-	-	-	-

	Yes		No		Maybe	
	Recommend Northwood Tech graduates to another employer	10	100%	-	-	-
Hire Northwood Tech graduates again	9	90%	-	-	1	10%

	IMPORTANCE LEVEL							
	Very Important		Important		Somewhat Important		Not Important	
How important is Northwood Tech to the overall success of your business?	4	40%	3	30%	3	30%	-	-

Workforce & Community Development

N=10

	Yes		No	
	Count	Percent	Count	Percent
Has Northwood Tech provided you with the desired services you need?	9	100%	-	-
Do you have specific training needs for your employees?	1	11%	8	89%

In what manner would you like courses delivered? (Check all that apply)	Count	Percent
Face to face, on-site with an instructor	4	40%
Internet/Online Courses	1	10%
Two-way Interactive video classes (ITV/IPV)	1	10%
Flexible evening/weekend sessions	2	20%
Other (please specify)	3	30

	Yes		No	
	Count	Percent	Count	Percent
Are you currently utilizing Northwood Tech's job bank, <i>Handshake</i> , to list job openings at your company?	-	-	9	100%
If no, would you like additional information about how to list job openings on Northwood Tech's job bank, <i>Handshake</i> ?	8	89%	1	11%
Are you interested in helping to shape the future of our programs by serving on a program advisory committee?	1	11%	8	89%

Appendix C

Ashland Campus Results

N=13

	EXPECTATION LEVEL									
	Exceeds		Meets		Nearly Meets		Does Not Meet		Does Not Apply	
Mastery of skill and knowledge in the field	4	31%	6	46%	3	23%	-	-	-	-
Ability to perform technical skills of the profession	4	31%	6	46%	3	23%	-	-	-	-
Ability to communicate effectively with co-workers and/or customers	5	38%	6	46%	1	8%	1	8%	-	-
Relevancy of graduates' skill and/or knowledge base in relationship to real world applications within the industry	5	38%	5	38%	3	23%	-	-	-	-
Mastery of science, technology, engineering, or math skills needed in the field	3	23%	9	69%	-	-	1	8%	-	-
Overall preparedness for employment at your company	5	38%	6	46%	1	8%	1	8%	-	-

	SATISFACTION LEVEL							
	Very Satisfied		Satisfied		Unsatisfied		Very Unsatisfied	
Satisfaction with graduates' education	6	46%	6	46%	1	8%	-	-

	Yes		No		Maybe	
	Recommend Northwood Tech graduates to another employer	12	92%	-	-	1
Hire Northwood Tech graduates again	12	92%	1	8%	-	-

	IMPORTANCE LEVEL							
	Very Important		Important		Somewhat Important		Not Important	
How important is Northwood Tech to the overall success of your business?	9	69%	3	23%	-	-	1	8%

	Yes		No	
	Count	Percent	Count	Percent
Has Northwood Tech provided you with the desired services you need?	10	83%	2	17%
Do you have specific training needs for your employees?	9	69%	4	31%

In what manner would you like courses delivered? (Check all that apply)	Count	Percent
Face to face, on-site with an instructor	11	85%
Internet/Online Courses	6	46%
Two-way Interactive video classes (ITV/IPV)	3	23%
Flexible evening/weekend sessions	3	23%
Other (please specify)	1	8%

	Yes		No	
	Count	Percent	Count	Percent
Are you currently utilizing Northwood Tech's job bank, <i>Handshake</i> , to list job openings at your company?	5	42%	7	58%
If no, would you like additional information about how to list job openings on Northwood Tech's job bank, <i>Handshake</i> ?	1	9%	10	91%
Are you interested in helping to shape the future of our programs by serving on a program advisory committee?	4	36%	7	64%

New Richmond Campus Results

N=28

	EXPECTATION LEVEL									
	Exceeds		Meets		Nearly Meets		Does Not Meet		Does Not Apply	
Mastery of skill and knowledge in the field	6	21%	21	75%	1	4%	-	-	-	-
Ability to perform technical skills of the profession	7	25%	20	71%	1	4%	-	-	-	-
Ability to communicate effectively with co-workers and/or customers	8	29%	18	64%	2	7%	-	-	-	-
Relevancy of graduates' skill and/or knowledge base in relationship to real world applications within the industry	9	32%	18	64%	1	4%	-	-	-	-
Mastery of science, technology, engineering, or math skills needed in the field	8	29%	19	68%	1	4%	-	-	-	-
Overall preparedness for employment at your company	8	29%	19	68%	1	4%	-	-	-	-

	SATISFACTION LEVEL							
	Very Satisfied		Satisfied		Unsatisfied		Very Unsatisfied	
Satisfaction with graduates' education	17	61%	11	39%	-	-	-	-

	Yes		No		Maybe	
	Recommend Northwood Tech graduates to another employer	26	93%	-	-	2
Hire Northwood Tech graduates again	25	89%	-	-	3	11%

	IMPORTANCE LEVEL							
	Very Important		Important		Somewhat Important		Not Important	
How important is Northwood Tech to the overall success of your business?	15	54%	9	32%	4	14%	-	-

	Yes		No	
	Count	Percent	Count	Percent
Has Northwood Tech provided you with the desired services you need?	24	92%	2	8%
Do you have specific training needs for your employees?	8	31%	18	69%

In what manner would you like courses delivered? (Check all that apply)	Count	Percent
Face to face, on-site with an instructor	15	54%
Internet/Online Courses	7	25%
Two-way Interactive video classes (ITV/IPV)	5	18%
Flexible evening/weekend sessions	9	32%
Other (please specify)	1	4%

	Yes		No	
	Count	Percent	Count	Percent
Are you currently utilizing Northwood Tech's job bank, <i>Handshake</i> , to list job openings at your company?	2	8%	23	92%
If no, would you like additional information about how to list job openings on Northwood Tech's job bank, <i>Handshake</i> ?	15	60%	10	40%
Are you interested in helping to shape the future of our programs by serving on a program advisory committee?	9	36%	16	64%

Rice Lake Campus Results

N=36

	EXPECTATION LEVEL									
	Exceeds		Meets		Nearly Meets		Does Not Meet		Does Not Apply	
Mastery of skill and knowledge in the field	3	8%	27	75%	5	14%	-	-	1	3%
Ability to perform technical skills of the profession	11	31%	21	58%	2	6%	1	3%	1	3%
Ability to communicate effectively with co-workers and/or customers	10	28%	23	64%	2	6%	-	-	1	3%
Relevancy of graduates' skill and/or knowledge base in relationship to real world applications within the industry	6	17%	25	69%	4	11%	-	-	1	3%
Mastery of science, technology, engineering, or math skills needed in the field	5	14%	22	61%	6	17%	-	-	3	8%
Overall preparedness for employment at your company	9	25%	19	53%	6	17%	-	-	2	6%

	SATISFACTION LEVEL							
	Very Satisfied		Satisfied		Unsatisfied		Very Unsatisfied	
Satisfaction with graduates' education	13	36%	23	64%	-	-	-	-

	Yes		No		Maybe	
	Recommend Northwood Tech graduates to another employer	32	89%	-	-	4
Hire Northwood Tech graduates again	34	94%	-	-	2	6%

	IMPORTANCE LEVEL							
	Very Important		Important		Somewhat Important		Not Important	
How important is Northwood Tech to the overall success of your business?	19	53%	11	31%	5	14%	1	3%

	Yes		No	
	Count	Percent	Count	Percent
Has Northwood Tech provided you with the desired services you need?	31	91%	3	9%
Do you have specific training needs for your employees?	15	43%	20	57%

In what manner would you like courses delivered? (Check all that apply)	Count	Percent
Face to face, on-site with an instructor	31	86%
Internet/Online Courses	13	36%
Two-way Interactive video classes (ITV/IIPV)	7	19%
Flexible evening/weekend sessions	12	33%
Other (please specify)	2	6%

	Yes		No	
	Count	Percent	Count	Percent
Are you currently utilizing Northwood Tech's job bank, <i>Handshake</i> , to list job openings at your company?	3	9%	32	91%
If no, would you like additional information about how to list job openings on Northwood Tech's job bank, <i>Handshake</i> ?	21	62%	13	38%
Are you interested in helping to shape the future of our programs by serving on a program advisory committee?	12	36%	21	64%

Superior Campus Results

N=12

	EXPECTATION LEVEL									
	Exceeds		Meets		Nearly Meets		Does Not Meet		Does Not Apply	
Mastery of skill and knowledge in the field	3	25%	6	50%	1	8%	2	17%	-	-
Ability to perform technical skills of the profession	4	33%	5	42%	2	17%	1	8%	-	-
Ability to communicate effectively with co-workers and/or customers	6	50%	4	33%	-	-	1	8%	1	8%
Relevancy of graduates' skill and/or knowledge base in relationship to real world applications within the industry	4	33%	5	42%	2	17%	1	8%	-	-
Mastery of science, technology, engineering, or math skills needed in the field	3	25%	6	50%	1	8%	2	17%	-	-
Overall preparedness for employment at your company	4	33%	6	50%	1	8%	1	8%	-	-

	SATISFACTION LEVEL							
	Very Satisfied		Satisfied		Unsatisfied		Very Unsatisfied	
Satisfaction with graduates' education	5	42%	5	42%	2	17%	-	-

	Yes		No		Maybe	
	Recommend Northwood Tech graduates to another employer	9	75%	-	-	3
Hire Northwood Tech graduates again	10	83%	-	-	2	17%

	IMPORTANCE LEVEL							
	Very Important		Important		Somewhat Important		Not Important	
How important is Northwood Tech to the overall success of your business?	5	42%	5	42%	1	8%	1	8%

	Yes		No	
	Count	Percent	Count	Percent
Has Northwood Tech provided you with the desired services you need?	7	64%	4	36%
Do you have specific training needs for your employees?	5	45%	6	55%

In what manner would you like courses delivered? (Check all that apply)	Count	Percent
Face to face, on-site with an instructor	9	75%
Internet/Online Courses	3	25%
Two-way Interactive video classes (ITV/IPV)	1	8%
Flexible evening/weekend sessions	3	25%
Other (please specify)	-	-

	Yes		No	
	Count	Percent	Count	Percent
Are you currently utilizing Northwood Tech's job bank, <i>Handshake</i> , to list job openings at your company?	-	-	10	100%
If no, would you like additional information about how to list job openings on Northwood Tech's job bank, <i>Handshake</i> ?	4	44%	5	56%
Are you interested in helping to shape the future of our programs by serving on a program advisory committee?	4	44%	5	56%

Appendix D

Data by Program – 3 or More Responses
Accounting Program 101011

Expectation Level	Exceeds		Meets		Nearly Meets		Does Not Meet		Does Not Apply	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
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	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	3	100%	-	-	-	-	-	-	-	-

Satisfaction Level	Very Satisfied		Satisfied		Unsatisfied		Very Unsatisfied	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Satisfaction with graduates' education	3	100%	-	-	-	-	-	-
Importance Level	Very Important		Important		Somewhat Important		Not Important	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
How important is Northwood Tech to the overall success of your business?	2	67%	-	-	-	-	1	33%

Recommendation Level	Yes		No		Maybe	
	Count	Percent	Count	Percent	Count	Percent
Recommend Northwood Tech graduates to another employer	3	100%	-	-	-	-
Hire Northwood Tech graduates again	3	100%	-	-	-	-

Desired Services and Needs Level	Yes		No	
	Count	Percent	Count	Percent
Has Northwood Tech 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	
	Count	Percent	Count	Percent
Face to face, on-site with an instructor	3	100%		
Internet/Online Courses	2	67%		
Two-way Interactive video classes (ITV/IPV)	1	33%		
Flexible evening/weekend sessions	1	33%		
Other (please specify)	-	-		
	Yes		No	
Are you currently utilizing Northwood Tech's job bank, <i>Handshake</i> , to list job openings at your company?	-	-	3	100%
If no, would you like additional information about how to list job openings on Northwood Tech's job bank, <i>Handshake</i> ?	-	-	3	100%
Are you interested in helping to shape the future of our programs by serving on a program advisory committee?	-	-	3	100%

Data by Program – 3 or More Responses
Medical Administrative Professional - 101602

Expectation Level	Exceeds		Meets		Nearly Meets		Does Not Meet		Does Not Apply	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
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	1	33%	2	67%	-	-	-	-	-	-
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	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Satisfaction with graduates' education	3	100%	-	-	-	-	-	-
Importance Level	Very Important		Important		Somewhat Important		Not Important	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
How important is Northwood Tech to the overall success of your business?	1	33%	1	33%	1	33%	-	-

Recommendation Level	Yes		No		Maybe	
	Count	Percent	Count	Percent	Count	Percent
Recommend Northwood Tech graduates to another employer	1	33%	-	-	2	67%
Hire Northwood Tech graduates again	1	33%	-	-	2	67%

Desired Services and Needs Level	Yes		No	
	Count	Percent	Count	Percent
Has Northwood Tech provided you with the desired services you need?	6	67%	3	33%
Do you have specific training needs for your employees?	1	50%	1	50%

In what manner would you like courses delivered? (Check all that apply)	Count		Percent	
	Count	Percent	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 Northwood Tech's job bank, <i>Handshake</i> , to list job openings at your company?	-	-	2	100%
If no, would you like additional information about how to list job openings on Northwood Tech's job bank, <i>Handshake</i> ?	-	-	2	100%
Are you interested in helping to shape the future of our programs by serving on a program advisory committee?	1	50%	1	50%

Data by Program – 3 or More Responses
Early Childhood Education – 103071

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

Satisfaction Level	Very Satisfied		Satisfied		Unsatisfied		Very Unsatisfied	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Satisfaction with graduates' education	2	33%	4	67%	-	-	-	-
Importance Level	Very Important		Important		Somewhat Important		Not Important	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
How important is Northwood Tech to the overall success of your business?	5	83%	1	17%	-	-	-	-

Recommendation Level	Yes		No		Maybe	
	Count	Percent	Count	Percent	Count	Percent
Recommend Northwood Tech graduates to another employer	6	100%	-	-	-	-
Hire Northwood Tech graduates again	6	100%	-	-	-	-

Desired Services and Needs Level	Yes		No	
	Count	Percent	Count	Percent
Has Northwood Tech provided you with the desired services you need?	5	83%	1	17%
Do you have specific training needs for your employees?	4	67%	2	33%

In what manner would you like courses delivered? (Check all that apply)	Count		Percent	
	Count	Percent	Count	Percent
Face to face, on-site with an instructor	4	67%		
Internet/Online Courses	3	50%		
Two-way Interactive video classes (ITV/IPV)	2	33%		
Flexible evening/weekend sessions	3	50%		
Other (please specify)	-	-		
	Yes		No	
Are you currently utilizing Northwood Tech's job bank, <i>Handshake</i> , to list job openings at your company?	-	-	6	100%
If no, would you like additional information about how to list job openings on Northwood Tech's job bank, <i>Handshake</i> ?	3	60%	2	40%
Are you interested in helping to shape the future of our programs by serving on a program advisory committee?	3	50%	3	50%

Data by Program – 3 or More Responses
Occupational Therapy Assistant – 105141

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

Satisfaction Level	Very Satisfied		Satisfied		Unsatisfied		Very Unsatisfied	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Satisfaction with graduates' education	3	60%	1	20%	1	20%	-	-
Importance Level	Very Important		Important		Somewhat Important		Not Important	
How important is Northwood Tech to the overall success of your business?	1	20%	3	60%	1	20%	-	-

Recommendation Level	Yes		No		Maybe	
	Count	Percent	Count	Percent	Count	Percent
Recommend Northwood Tech graduates to another employer	4	80%	-	-	1	20%
Hire Northwood Tech graduates again	4	80%	1	20%	-	-

Desired Services and Needs Level	Yes		No	
	Count	Percent	Count	Percent
Has Northwood Tech provided you with the desired services you need?	4	100%	-	-
Do you have specific training needs for your employees?	1	20%	4	80%

In what manner would you like courses delivered? (Check all that apply)	Count		Percent	
	Count	Percent	Count	Percent
Face to face, on-site with an instructor	4	80%		
Internet/Online Courses	2	40%		
Two-way Interactive video classes (ITV/IPV)	1	20%		
Flexible evening/weekend sessions	-	-		
Other (please specify)	-	-		
	Yes		No	
Are you currently utilizing Northwood Tech's job bank, <i>Handshake</i> , to list job openings at your company?	-	-	5	100%
If no, would you like additional information about how to list job openings on Northwood Tech's job bank, <i>Handshake</i> ?	2	40%	3	60%
Are you interested in helping to shape the future of our programs by serving on a program advisory committee?	-	-	3	100%

Data by Program – 3 or More Responses
Nursing – 105431

Expectation Level	Exceeds		Meets		Nearly Meets		Does Not Meet		Does Not Apply	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Mastery of skill and knowledge in the field	2	15%	9	69%	2	15%	-	-	-	-
Ability to perform technical skills of the profession	2	15%	9	69%	2	15%	-	-	-	-
Ability to communicate effectively with co-workers and/or customers	4	31%	7	54%	2	15%	-	-	-	-
Relevancy of graduates' skill and/or knowledge base in relationship to real world applications within the industry	2	15%	9	69%	2	15%	-	-	-	-
Mastery of science, technology, engineering, or math skills needed in the field	3	23%	9	69%	1	8%	-	-	-	-
Overall preparedness for employment at your company	2	15%	10	77%	1	8%	-	-	-	-

Satisfaction Level	Very Satisfied		Satisfied		Unsatisfied		Very Unsatisfied	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Satisfaction with graduates' education	5	38%	8	62%	-	-	-	-
Importance Level	Very Important		Important		Somewhat Important		Not Important	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
How important is Northwood Tech to the overall success of your business?	8	62%	5	38%	-	-	-	-

Recommendation Level	Yes		No		Maybe	
	Count	Percent	Count	Percent	Count	Percent
Recommend Northwood Tech graduates to another employer	11	85%	-	-	2	15%
Hire Northwood Tech graduates again	11	85%	-	-	2	15%

Desired Services and Needs Level	Yes		No	
	Count	Percent	Count	Percent
Has Northwood Tech provided you with the desired services you need?	11	92%	1	8%
Do you have specific training needs for your employees?	5	42%	7	58%

In what manner would you like courses delivered? (Check all that apply)	Count		Percent	
	Count	Percent	Count	Percent
Face to face, on-site with an instructor	8	62%		
Internet/Online Courses	4	31%		
Two-way Interactive video classes (ITV/IPV)	2	15%		
Flexible evening/weekend sessions	4	31%		
Other (please specify)	-	-		
	Yes		No	
Are you currently utilizing Northwood Tech's job bank, <i>Handshake</i> , to list job openings at your company?	2	18%	9	82%
If no, would you like additional information about how to list job openings on Northwood Tech's job bank, <i>Handshake</i> ?	7	54%	6	46%
Are you interested in helping to shape the future of our programs by serving on a program advisory committee?	3	30%	7	70%

Data by Program – 3 or More Responses
Truck Driving – 304581

Expectation Level	Exceeds		Meets		Nearly Meets		Does Not Meet		Does Not Apply	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Mastery of skill and knowledge in the field	1	10%	9	90%	-	-	-	-	-	-
Ability to perform technical skills of the profession	1	10%	9	90%	-	-	-	-	-	-
Ability to communicate effectively with co-workers and/or customers	1	10%	9	90%	-	-	-	-	-	-
Relevancy of graduates' skill and/or knowledge base in relationship to real world applications within the industry	1	10%	9	90%	-	-	-	-	-	-
Mastery of science, technology, engineering, or math skills needed in the field	1	10%	8	80%	1	10%	-	-	-	-
Overall preparedness for employment at your company	2	20%	80%	-	-	-	-	-	-	-

Satisfaction Level	Very Satisfied		Satisfied		Unsatisfied		Very Unsatisfied	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Satisfaction with graduates' education	5	50%	5	50%	-	-	-	-
Importance Level	Very Important		Important		Somewhat Important		Not Important	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
How important is Northwood Tech to the overall success of your business?	4	40%	3	30%	3	30%	-	-

Recommendation Level	Yes		No		Maybe	
	Count	Percent	Count	Percent	Count	Percent
Recommend Northwood Tech graduates to another employer	10	100%	-	-	-	-
Hire Northwood Tech graduates again	9	90%	-	-	1	10%

Desired Services and Needs Level	Yes		No	
	Count	Percent	Count	Percent
Has Northwood Tech provided you with the desired services you need?	9	100%	-	-
Do you have specific training needs for your employees?	1	11%	8	89%

In what manner would you like courses delivered? (Check all that apply)	Count		Percent	
	Count	Percent	Count	Percent
Face to face, on-site with an instructor	4	40%		
Internet/Online Courses	1	10%		
Two-way Interactive video classes (ITV/IPV)	1	10%		
Flexible evening/weekend sessions	2	20%		
Other (please specify)	2	-		
	Yes		No	
Are you currently utilizing Northwood Tech's job bank, <i>Handshake</i> , to list job openings at your company?	-	-	9	100%
If no, would you like additional information about how to list job openings on Northwood Tech's job bank, <i>Handshake</i> ?	8	89%	1	11%
Are you interested in helping to shape the future of our programs by serving on a program advisory committee?	1	11%	8	89%

Data by Program – 3 or More Responses
Welding – 314421

Expectation Level	Exceeds		Meets		Nearly Meets		Does Not Meet		Does Not Apply	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Mastery of skill and knowledge in the field	1	14%	5	71%	-	-	1	14%	-	-
Ability to perform technical skills of the profession	1	14%	5	71%	-	-	1	14%	-	-
Ability to communicate effectively with co-workers and/or customers	2	29%	3	43%	-	-	1	14%	1	14%
Relevancy of graduates' skill and/or knowledge base in relationship to real world applications within the industry	2	29%	4	57%	-	-	1	14%	-	-
Mastery of science, technology, engineering, or math skills needed in the field	1	14%	4	57%	1	14%	1	14%	-	-
Overall preparedness for employment at your company	2	29%	4	57%	-	-	1	14%	-	-

Satisfaction Level	Very Satisfied		Satisfied		Unsatisfied		Very Unsatisfied	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Satisfaction with graduates' education	2	29%	4	57%	1	14%	-	-
Importance Level	Very Important		Important		Somewhat Important		Not Important	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
How important is Northwood Tech to the overall success of your business?	4	57%	2	29%	1	14%	-	-

Recommendation Level	Yes		No		Maybe	
	Count	Percent	Count	Percent	Count	Percent
Recommend Northwood Tech graduates to another employer	6	86%	-	-	1	14%
Hire Northwood Tech graduates again	6	86%	-	-	1	14%

Desired Services and Needs Level	Yes		No	
	Count	Percent	Count	Percent
Has Northwood Tech provided you with the desired services you need?	3	50%	3	50%
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	
	Count	Percent	Count	Percent
Face to face, on-site with an instructor	6	86%		
Internet/Online Courses	1	14%		
Two-way Interactive video classes (ITV/IPV)	-	-		
Flexible evening/weekend sessions	2	29%		
Other (please specify)	-	-		
	Yes		No	
Are you currently utilizing Northwood Tech's job bank, <i>Handshake</i> , 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 Northwood Tech's job bank, <i>Handshake</i> ?	-	-	4	100%
Are you interested in helping to shape the future of our programs by serving on a program advisory committee?	4	80%	1	20%

Data by Program – 3 or More Responses
Dental Assistant – 315081

Expectation Level	Exceeds		Meets		Nearly Meets		Does Not Meet		Does Not Apply	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Mastery of skill and knowledge in the field	-	-	4	100%	-	-	-	-	-	-
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	1	25%	2	50%	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	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Satisfaction with graduates' education	1	25%	3	75%	-	-	-	-
Importance Level	Very Important		Important		Somewhat Important		Not Important	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
How important is Northwood Tech to the overall success of your business?	2	50%	2	50%	-	-	-	-

Recommendation Level	Yes		No		Maybe	
	Count	Percent	Count	Percent	Count	Percent
Recommend Northwood Tech graduates to another employer	4	100%	-	-	-	-
Hire Northwood Tech graduates again	4	100%	-	-	-	-

Desired Services and Needs Level	Yes		No	
	Count	Percent	Count	Percent
Has Northwood Tech provided you with the desired services you need?	3	100%	-	-
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	
	Count	Percent	Count	Percent
Face to face, on-site with an instructor	4	100%	-	-
Internet/Online Courses	1	25%	-	-
Two-way Interactive video classes (ITV/IPV)	-	-	-	-
Flexible evening/weekend sessions	1	25%	-	-
Other (please specify)	-	-	-	-
	Yes		No	
Are you currently utilizing Northwood Tech's job bank, <i>Handshake</i> , 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 Northwood Tech's job bank, <i>Handshake</i> ?	3	100%	-	-
Are you interested in helping to shape the future of our programs by serving on a program advisory committee?	3	100%	-	-

Data by Program – 3 or More Responses
Medical Assistant – 315091

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

Satisfaction Level	Very Satisfied		Satisfied		Unsatisfied		Very Unsatisfied	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Satisfaction with graduates' education	7	78%	2	22%	-	-	-	-
Importance Level	Very Important		Important		Somewhat Important		Not Important	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
How important is Northwood Tech to the overall success of your business?	9	100%	-	-	-	-	-	-

Recommendation Level	Yes		No		Maybe	
	Count	Percent	Count	Percent	Count	Percent
Recommend Northwood Tech graduates to another employer	9	100%	-	-	-	-
Hire Northwood Tech graduates again	9	100%	-	-	-	-

Desired Services and Needs Level	Yes		No	
	Count	Percent	Count	Percent
Has Northwood Tech provided you with the desired services you need?	6	67%	3	33%
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	
	Count	Percent	Count	Percent
Face to face, on-site with an instructor	5	56%		
Internet/Online Courses	4	44%		
Two-way Interactive video classes (ITV/IPV)	3	33%		
Flexible evening/weekend sessions	4	44%		
Other (please specify)	1	11%		
	Yes		No	
Are you currently utilizing Northwood Tech's job bank, <i>Handshake</i> , to list job openings at your company?	1	11%	8	89%
If no, would you like additional information about how to list job openings on Northwood Tech's job bank, <i>Handshake</i> ?	5	71%	2	29%
Are you interested in helping to shape the future of our programs by serving on a program advisory committee?	4	50%	4	50%

Data by Program – 3 or More Responses

EMT Paramedic – 315311

Expectation Level	Exceeds		Meets		Nearly Meets		Does Not Meet		Does Not Apply	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Mastery of skill and knowledge in the field	-	-	3	75%	1	25%	-	-	-	-
Ability to perform technical skills of the profession	-	-	4	100%	-	-	-	-	-	-
Ability to communicate effectively with co-workers and/or customers	2	50%	1	25%	1	25%	-	-	-	-
Relevancy of graduates' skill and/or knowledge base in relationship to real world applications within the industry	1	25%	2	50%	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	-	-	2	50%	2	50%	-	-	-	-

Satisfaction Level	Very Satisfied		Satisfied		Unsatisfied		Very Unsatisfied	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Satisfaction with graduates' education	1	25%	3	75%	-	-	-	-
Importance Level	Very Important		Important		Somewhat Important		Not Important	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
How important is Northwood Tech to the overall success of your business?	3	75%	1	25%	-	-	-	-

Recommendation Level	Yes		No		Maybe	
	Count	Percent	Count	Percent	Count	Percent
Recommend Northwood Tech graduates to another employer	3	75%	-	-	1	25%
Hire Northwood Tech graduates again	4	100%	-	-	-	-

Desired Services and Needs Level	Yes		No	
	Count	Percent	Count	Percent
Has Northwood Tech provided you with the desired services you need?	3	75%	1	25%
Do you have specific training needs for your employees?	1	25%	3	75%

In what manner would you like courses delivered? (Check all that apply)	Count		Percent	
	Count	Percent	Count	Percent
Face to face, on-site with an instructor	3	75%		
Internet/Online Courses	3	75%		
Two-way Interactive video classes (ITV/IPV)	2	50%		
Flexible evening/weekend sessions	-	-		
Other (please specify)	-	-		
	Yes		No	
Are you currently utilizing Northwood Tech's job bank, <i>Handshake</i> , 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 Northwood Tech's job bank, <i>Handshake</i> ?	2	50%	2	50%
Are you interested in helping to shape the future of our programs by serving on a program advisory committee?	2	50%	2	50%

Data by Program – 3 or More Responses
Heating, Ventilation, and Air Conditioning/Refrigeration – 326011

Expectation Level	Exceeds		Meets		Nearly Meets		Does Not Meet		Does Not Apply	
Mastery of skill and knowledge in the field	-	-	1	33%	1	33%	1	33%	-	-
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	-	-	1	33%	2	67%	-	-	-	-
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	-	-	2	67%	1	33%	-	-
Importance Level	Very Important		Important		Somewhat Important		Not Important	
How important is Northwood Tech to the overall success of your business?	1	33%	1	33%	-	-	1	33%

Recommendation Level	Yes		No		Maybe	
Recommend Northwood Tech graduates to another employer	2	67%	-	-	1	33%
Hire Northwood Tech graduates again	2	67%	-	-	1	33%

Desired Services and Needs Level	Yes		No	
Has Northwood Tech provided you with the desired services you need?	1	33%	2	67%
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	-	-	-	-
Other (please specify)	-	-	-	-
	Yes		No	
Are you currently utilizing Northwood Tech's job bank, <i>Handshake</i> , to list job openings at your company?	-	-	3	100%
If no, would you like additional information about how to list job openings on Northwood Tech's job bank, <i>Handshake</i> ?	3	100%	-	-
Are you interested in helping to shape the future of our programs by serving on a program advisory committee?	2	67%	1	33%

Appendix E

Employer Comments to Additional Questions

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

Accounting

- Offering training in Mill Rates and Elections

Agricultural Power/Equip Tech

- In the John Deere industry, the precision Ag market never stops improving. This is valuable information for every department in a store/company.

Architectural Commercial Design

- Try to provide better written and verbal communication skills training for your graduates.

CNC Machine Tool Operation

- We are in Rice Lake and would like to know if any students in class will be looking in the Rice Lake area for employment so I would have a chance to come down a meet and talk about being employed at Henry Repeating Arms.

Construction and Cabinetmaking

- Teach base off the student eager to learn and push the advanced student rather than teaching off the average. Advanced students seem to be held back.

Construction Essentials

- More work with Tig/Mig Aluminum process

Criminal Justice – LE 720 Academy

- Allowing agency supervisors/administration to observe scenarios again. Not sure if this is a Northwood or T & S decision, but it should be reversed.
- More job applicable work - Importance of Policy.

Dental Assistant

- I have visited at length with Jennifer about adding course work so that Northwoods grads can obtain Minnesota licensure. We employ assistants at both MN & WI locations. The disparity in what the Minnesota Board of Dentistry requires and what Northwood provides seems minimal. It would be beneficial to add the course work to your program.

Early Childhood Education

- Overall strong understanding of child development. Working with students who have disabilities. Strong understanding of intentional play-based learning.
- Get them in the classroom more. Hands-on learning is the best! Many things taught are not how it is in the workforce.
- CPR certified

Emergency Medical Tech - Basic

- Classes for EMS need to be held in Ashland for the entire course. It's really hard to sell to the students that they have to travel to another campus and take classes and pay for a hotel and meals.

EMT-Paramedic

- Students have the knowledge, skills, and abilities that I need. The biggest hurdle seems to be passing the registry test. Provide more help to students who don't pass on the first attempt.

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

- More basics. They need to hear it, see it, 7 times before it sinks in their mind. These are the most important skills they can have to meet the contractors needs when they get in the field.
- Intake students with some previous mechanical aptitude. If you have to start by teaching to use a crescent wrench by the time they graduate, we are still starting to train them at level zero.
- More computer skills would be helpful!

Industrial Automation, Controls/Networking

- Maybe spending more time developing their electrical control circuit design skills and working with AutoCad electrical.

IT Network Technician

- Being an Apple Authorized Service Center the Employee understood the basic of computing and networking. However General knowledge of Linux and Unix Based systems like Apple's MacOS was limited.

IT-Computer Systems Administration Specialist

- The technical skills & knowledge provided to students is extremely valuable. That being said, practical (basic) approaches to troubleshooting should also be a focus/area. Basic troubleshooting skills/methodology are what graduates will be applying in their first jobs.

Machine Tool Operation

- Possibly increase class length for more in-depth training.

Medical Assistant

- The only situation I have encountered now with two of your graduates is struggling with proper communication skills with patients. One was let go due to inappropriate statements and the other we have worked extensively with on confidence when speaking with patients.

Nursing-Associate Degree

- They need more clinical days during the program with real patients.
- More bedside time, versus simulation labs. Students whose clinicals were affected by the pandemic demonstrate more difficulty with clinical skills, time management, and bedside manner than prior years' students.
- IV Skills.
- Recently the graduates I have hired have been great.
- Time management, prioritization of tasks and acuity levels of patients was really lacking. I have taken over a year to orient our new grad and she is still not where she should be. I will not hire another new grad 2 yr. to our unit. Med/Surg would be the best place for them.
- More Clinical Time in field which was limited due to COVID

- More bedside time, versus simulation labs. Students whose clinicals were affected by the pandemic demonstrate more difficulty with clinical skills, time management, and bedside manner than prior years' students.
- More hands-on clinical experience.
- More in person patients. Stimulation is good, but real life is better.

Occupational Therapy Assistant

- I am not sure if the issues are with the person or the program.
- I feel employee was prepared to perform at above "entry level". He is well equipped with knowledge and skills.
- No, not really. The COTA's we have worked with through Northwoods have been all really good, skilled, and very professional. Very student centered.

Online Child Care E-Connect

- My desires for a graduate are early Childhood specific.
 1. I would like to see Northwoods help their students be 100% ready for the field, which would include adding CPR/AED/First Aid to their curriculum. This is a great need in our rural area, as it is hard to find courses in a timely manner.
 2. I would also like to see the child guidance portion enhanced so teachers feel confident with their guidance skills.
 3. More emphasis on Infant and Toddler care would be very valuable.
 4. Finally, almost all centers have School Age programming, so a course in school age programming would be a huge bonus.

Truck Driving

- Student had all basic skills and ready to learn how we do things.

Welding

- Grow the program. Partner with local employers on pre-placement. Move TIG Welding to the 1st semester of the program.
- Take the students to a business where they weld, so they can see what goes on .
- Employee had skills in wire welding. He also could have used skills in stick welding and torch skills. Employee was willing to learn and worked hard not matter the task.

Welding/Maintenance/Fabrication

- Teach students the following:

Read a tape measure properly

Overhead and down hand welding

How to set up welder (change & set gas, change wire)

Make welder adjustments as needed

Don't snip off end of weld wire at end of weld

Fabrication skills

- More work with Tig/Mig Aluminum process

7. What additional services would you like Northwood Tech to provide?

Criminal Justice – 720 Academy

- I don't think it's reasonable to expect a Tech College to produce road ready cops.

Early Childhood Education

- All childcare providers handle a lot of day-to-day stress and juggle a lot at once, so any way to help support that would be beneficial to all.

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

- The basics are not met to what is required in the field. I don't think any of the students have taken your control classes - then gone into working on Advanced Controls (NI3 course)
- The ability to trouble shoot HVAC/R systems effectively.

Medical Assistant

- Encouragement to students to seek out skilled nursing and long-term care for employment.
- More CMA or LPN graduates. We are desperately needing more Clinical Assistants in our area.

Nursing-Associate Degree

- Student internship in our facility.

Online Child Care E-Connect

- IN EC GRADUATES, there are a few things lacking:
 1. Include adding CPR/AED/First Aid to their curriculum. This is a great need in our rural area, as it is hard to find courses in a timely manner.
 2. I would also like to see the child guidance portion enhanced so teachers feel confident with their guidance skills.
 3. More emphasis on Infant and Toddler care would be very valuable.
 4. Finally, almost all centers have School Age programming, so a course in school age programming would be a huge bonus.

Welding

- We need the Weld Program to have earlier focus on TIG Welding
- We need more welders in the business community and welders that can TIG weld.
- Employee left BI shop shortly after graduating.

8. What specific training needs do you have for your employees?

Agricultural Power/Equipment Tech

- Being on-time for work, a willing attitude to learn, the correct mind set for customer service.

CNC Machine Tool Operation

- Common sense problem solving.

Construction and Cabinetmaking

- More detail into specific areas of their major.

Criminal Justice – LE 720 Academy

- Law Enforcement and Jail Training/In-service
- De-Escalation training.

Criminal Justice Studies

- Communication – How to speak to inmates.

Dental Assistant

- Navigating our Dental Software program proves to be the biggest challenge new grads face.
- More time/practice with expanded functions (nitrous, x-ray, impressions, etc.)

Early Childhood Education

- CPR, ECE, Continuing education
- We are training our new employees in Social and Emotional learning and how to work with students who have experienced trauma.
- Social skills
Shaken baby
SIDS
CPR
Child abuse and neglect
- CPR/First Aid, Mandated Reporter, SIDS, Child Abuse and Neglect, Shaken baby.

EMT-Paramedic

- Various, I am comfortable contacting Northwood Tech staff and requesting those when needed.

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

- More basic electricity - thermostat wiring, basic refrigeration, refrigerant pressure to temperature, sub cooling, solar heat. More basic furnace and boiler operation.
- Understanding HVAC systems, Control Logic, Combustion Analysis, Refrigeration.
- The more computer/computer network/network switch skills, the better.

Hospitality Foundations

- UB.Net, MySAL

Industrial Automation, Controls/Networking

- AutoCad Electrical IT offered?

IT-Web and Software Developer

- UB.Net, MySAL

IT Network Technician

- The Employee should understand and be able to navigate Apple Software and service.
- The Employee should also understand basic computer hardware repair and best practices for repair.

IT-Computer Systems Administration Specialist

- Interpersonal competencies (soft skills) and technical competencies (staying up-to-date with security and advancements in tech).

IT-Cybersecurity Specialist

- Yes, but mainly to train them on our product line (we have hundreds of products) and proper procedures (warranty, returns, return authorization system, etc.) for our department.

Machine Tool Operation

- The ability to learn how to process parts for machining.

Medical Administrative Professional

- Civil Rights Training
- HIPAA Compliance Training
- Bloodborne Pathogen Training
- CPR / AED (Basic) for Healthcare Providers Training

Medical Assistant

- CNA and Nurses, Medication Technician/Assistants for LtC.

Nursing-Associate Degree

- Nursing skills: starting IV's, placing NG tubes, foley catheters, etc.
- We are a surgical services department.
- Wound care, Insulin drip, Heparin drip, Dressing changes, Telemetry, BiPap.
- We are moving to only hiring BSU.

Occupational Therapy Assistant

- Pediatric and sensory training.

Online Child Care E-Connect

- CPR/First Aid/AED
- Child Guidance
- Nature and Science
- Outdoor Learning

Welding

- TIG Welding, Blueprint Reading
- We need TIG welders, and it would be helpful for that to be at the front of the program.
- Welding both stick and wire along with torch cutting skills. Basic grinder skills and safety.

Welding/Maintenance/Fabrication

- Welding, fabrication, and reading a tape measure accurately.