

Method

Employers surveyed in the Employer Satisfaction Survey were identified through information provided by respondents in the 2004-2005 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 2006.

The questionnaire used for this study can be found in Appendix A. In Questions 1-16A employers indicated how well the employee meets their expectations compared to that of an entry-level employee in three major areas:

1. Technical Work Skills (occupational knowledge, application of occupational knowledge, use/operation of equipment, problem solving, reading and writing, work quality, and organizational, computer, and math skills);
2. People Skills (listening and speaking, interpersonal, and teamwork skills);
3. Attitude (customer focused, improves performance, good work ethic, and accepts advice).

Employers were asked the following questions regarding their experience with WITC graduates:

1. How satisfied are you with the graduate's technical college education?
2. Would you recommend graduates of this program to another employer?
3. Would you hire a technical college graduate again?

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

Detail by campus and instructional area is provided for Questions 1-16A. Expectations and the additional questions are shown in the figures and tables on the following pages. Results for individual campus programs may be obtained by contacting Jennifer Kunselman, Research Specialist.

In Questions 1-16B employers were asked to indicate how important these attributes would be to graduates they would hire in the future. As indicated in Table 2 on page 15, with the exception of computer skills, 70% or more of employers indicated the attributes listed to be very important or important when hiring future entry-level employees.

Appendix B of this report provides responses of employers by campus and program regarding graduates' technical college education and skills, additional services they would like WITC to provide, and recommendations for improving WITC programs and services.