

# Instructions

The Student Experience Assessment (SEA) center report is divided into three sections. Each section provides increasing level of detail.

## Section 1 Highlights

The purpose of this page is to bring the center's attention to the positive results as well as the areas of concern. The top three and lowest three categories are based on the weighted averages. For all questions in a category the percent of students that agree with a statement was determined. The percent was averaged taking into account the number of people that responded to each statement.

The "Above National Average" is all categories that the centers weighted average is greater than the national weighted average.

"Three largest performance gaps" is determined by finding the difference between the center weighted average and the national weighted average and reporting the three categories (in order of largest gap to the smallest gap) when the national averages are higher than the center average.

The top and bottom five questions shows a summary of the statement that the students responded the weighted average. If more are included it is due to ties for top and bottom five ranks.

If one of the bottom five questions include dorm problems or issues learning in the classroom then the report shows the students responses on a secondary questions about specific issues in these areas.

All reports include the section that shows how students responded to questions about skills that have been improved by Job Corps.

Final section is a general summary of student comments if three or more students covered a specific theme.

## Section 2 Summary

The purpose of this section is to provide the center with the center and national weighted averages for all categories.

All survey questions/statements were divided into categories based on the topic. The percent of students that agreed with a survey statement or responded positively to a question was determined. The weighted average was calculated for each category based on the number of students that responded to each survey question or statement.

The percent "Willing to take the survey" is the percent of students that stated they would take the survey after starting the survey.

Overall Impression is determined from four questions related to the students understanding of the entire center and program

If any categories consists of survey questions/statements with less than 10 respondents, the weighted average is not shown. This could be because the center had few students in the related program (e.g., Advance Training) or because few students responded.

## Section 3 Detailed Results

The purpose of this section is to provide the percent of students that agreed with survey questions/statements for most survey questions. These are grouped by category.

The questions/statements are summaries of the questions viewed by students. This report does not show the survey wording word for word.

If any survey question or statement has less than 10 respondents, no center level results are provided for that question/statement.

**Section 1: Highlights**

NATIONAL REPORT

Survey Period: January 18 - 26, 2023

Surveys Offered: 15,984

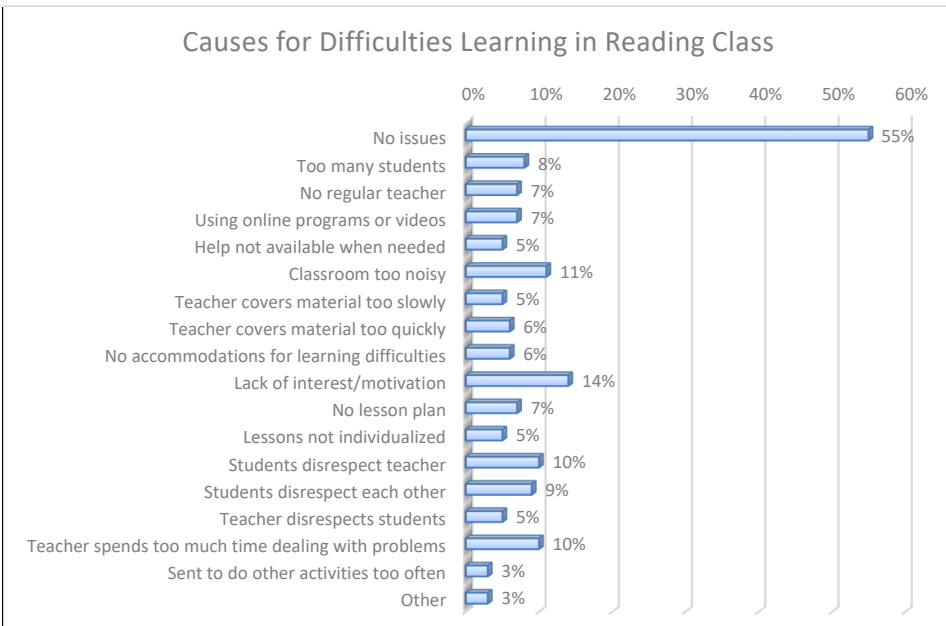
Number of Fully-Completed Surveys: 12,710

**Response Rate = 79%**

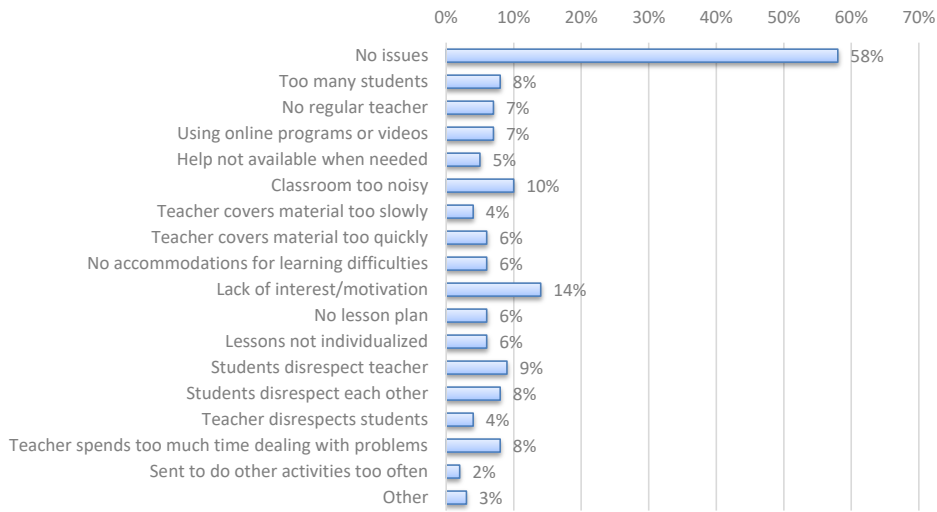
<i>Top Three Categories</i>	<i>Lowest Three Categories</i>
Career Preparation Phase	Residential
Advanced Training	Center Life
Career Technical Training: Basic	Overall Impression

<i>Top 5 questions</i>	<i>Percent of students</i>
The CPP instructors treat students with respect	92
The CPP instructors care about student success	92
The trade instructors are experienced and able to assist students	92
They are satisfied with their current trade	91
The trade instructors treat students with respect	91

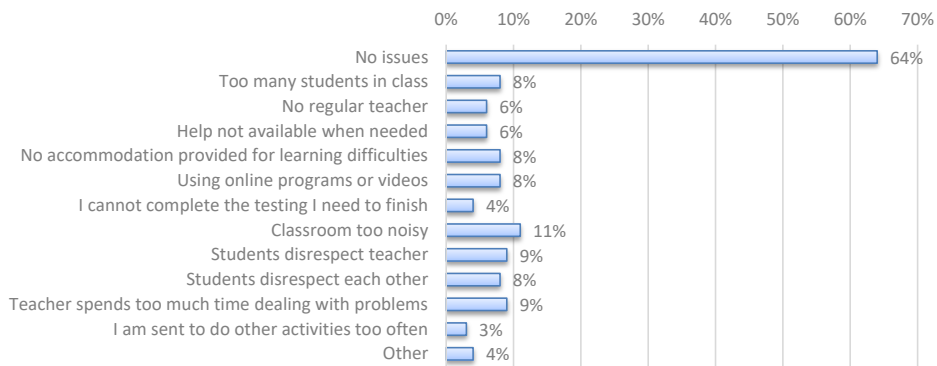
<i>Bottom 5 questions</i>	<i>Percent of students</i>
The dorm is safe and does not have any health and/or safety hazards	44
Dorm problems being fixed	44
Health services are available to students as needed	49
Tutoring after training hours	50
The cafeteria food tastes good	50



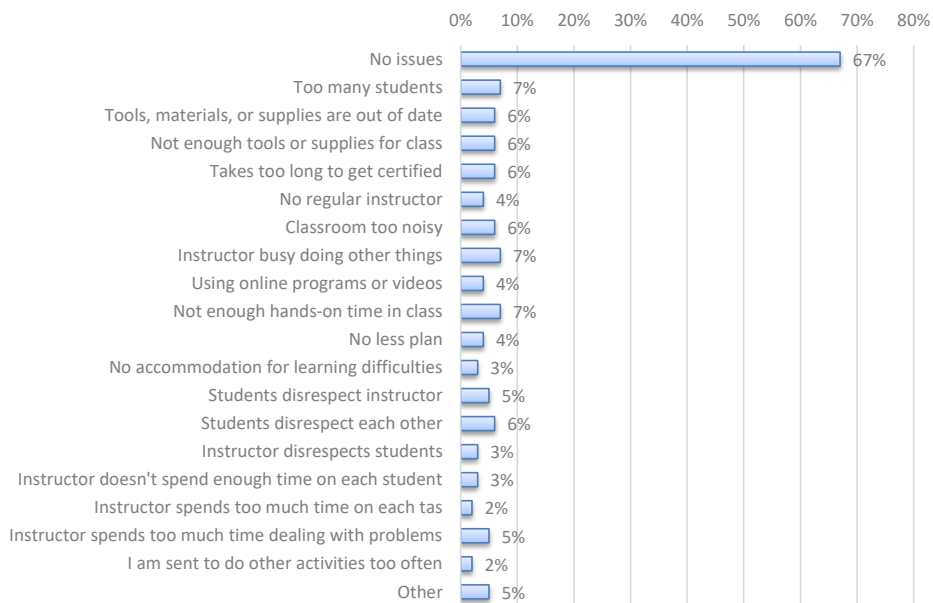
### Causes for Difficulties in Math Class



### Causes for Difficulties in HSD/HSE

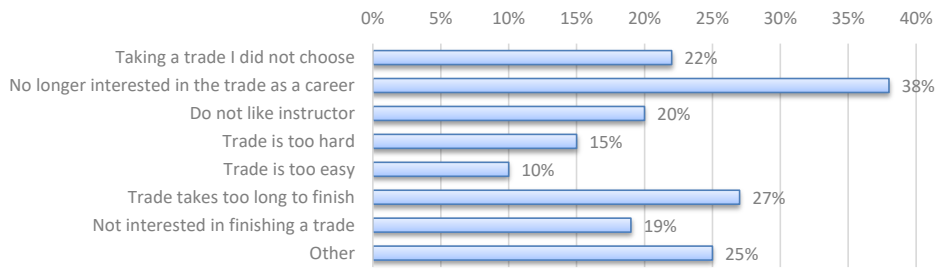


### Causes for difficulties in CTT



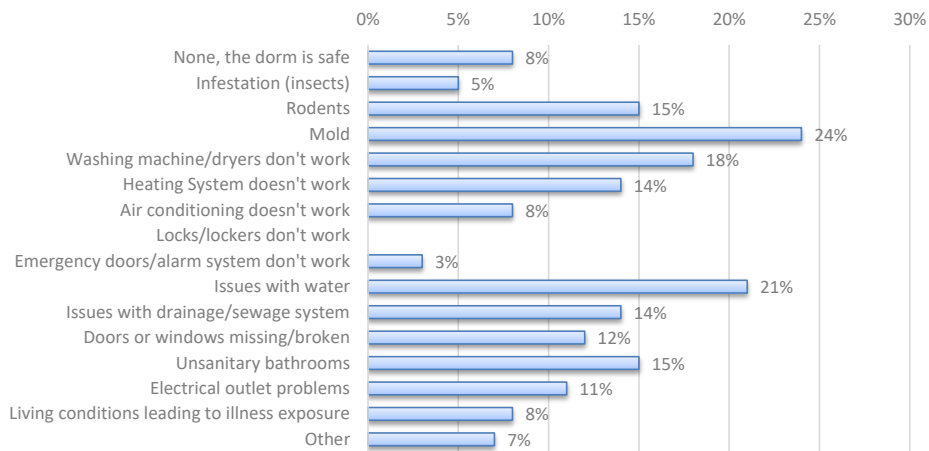
### Reasons Students were Unsatisfied with their Trade

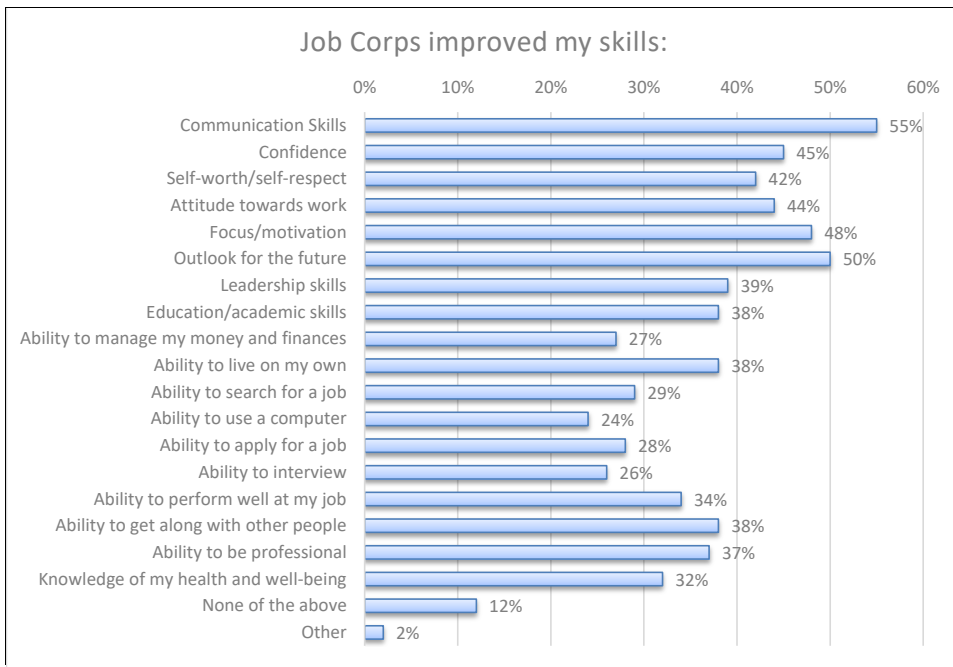
N=558



### Health and/or Safety Hazards in the Dorms

(in the last month)





### Summary of Student Comments



The size of the word represents the magnitude of the issue; words that appear bigger represent issues that were reported most often. The description of each issue can be found in Appendix A.

Students could enter any additional information they wished to share via an open ended comment box. The issues identified within the comments were coded for a total of 2,653 coded issues.

**Section 2: Summary**

Center &amp; Region: NATIONAL

Survey Period: January 18 - 26, 2023

Surveys Offered: 15,984

Number of Fully-Completed Surveys: 12,170

**Response Rate:**

Complete: 79 %

Incomplete or Partially Complete: 21 %

Percent of students:	Nation (%)		
	Agree	Not Agree	know/apply
Taking the survey for the first time	42%	58%	
Willing to take the survey	97%	3%	

<b>Overall Impression</b>	65%	34%	1%
<b>Admissions</b>	81%	18%	1%
<b>Center Services</b>			
<b>Center Life</b>	64%	34%	3%
<b>Health and Wellness</b>	72%	25%	4%
<b>Disability Services</b>	77%	23%	1%
<b>Counselors</b>	83%	15%	2%
<b>Recreation</b>	76%	20%	4%
<b>Food Services</b>	66%	33%	1%
<b>Residential</b>	58%	39%	3%
<b>Career Success</b>			
<b>Career Preparation Phase</b>	88%	10%	1%
<b>Career Readiness</b>	80%	20%	0%
<b>Academics</b>			
<b>Reading</b>	77%	22%	1%
<b>Math</b>	79%	20%	1%
<b>HSD/HSE</b>	81%	17%	1%
<b>Career Technical Training</b>			
<b>Basic</b>	87%	12%	1%
<b>Advanced Career Training</b>	72%	23%	4%
<b>Advanced Training</b>	88%	9%	3%

Note 1: Summary ratings are based on the weighted average of percent of student that indicate

Note 2: Percents not shown if N &lt; 10. Weighted averages not shown if all Ns in section were &lt; 10.

Note 3: Dark gray cell color indicates that 'Does not know/apply' was not an option for that question.

**Section 3: Detailed Results**

Center &amp; Region: NATIONAL

Survey Period: January 18 - 26, 2023

Surveys Offered: 15,984

Number of Fully-Completed Surveys: 12,170

**Response Rate:**

Complete: 79 %

Incomplete or Partially Complete: 21 %

Percent of students:	Nation (%)		
	Agree	Not Agree	Does not know/apply
Taking the survey for the first time	42%	58%	
Willing to take the survey	97%	3%	

Overall Impression			
Percent of students who agreed that:			
Staff treat students fairly	58%	40%	1%
Staff inspire students to succeed	71%	28%	1%
Job Corps has been a positive experience	68%	32%	
They would recommend Job Corps to a friend	64%	36%	
<b>Weighted Average</b>	<b>65%</b>	<b>34%</b>	<b>1%</b>

Admissions			
Percent of students who agreed that:			
Enrolling in Job Corps was easy	78%	21%	1%
The Admissions Counselors explained the Job Corps Student Conduct Policy	82%	17%	1%
The Admissions Counselors explained what is expected of students at Job Corps	86%	14%	1%
The Admissions Counselors were helpful when completing the Job Corps application	85%	14%	1%
The Admissions Counselors discussed career training options	84%	16%	
The Admissions Counselors placed the students in a center that had trades they wanted	87%	13%	
They were satisfied with the length of time it took from starting the application to arriving at center	74%	26%	1%
The Admissions Counselors did a great or good job explaining the program and preparing the students for life at Job Corps	75%	26%	
<b>Weighted Average:</b>	<b>81%</b>	<b>18%</b>	<b>1%</b>

<b>Center Services</b>			
<b>Center Life</b>			
<b>Percent of students who agreed that:</b>			
The center leadership treat students with respect	75%	22%	3%
The center is well organized	53%	45%	2%
The center staff announce important information when needed	66%	32%	2%
The buildings are in good repair	58%	41%	2%
The facilities are clean	68%	31%	2%
They can talk to center staff about their opinions about the center	59%	37%	4%
The center has helped the students make sure they have child care	65%	35%	
The center staff make sure the students can get to center and back home safely	78%	18%	4%
The center helps students get to center and back home every day	62%	21%	18%
The center provides space for students to study on center	62%	21%	16%
They have time to talk to their teachers and instructors when they have concerns	84%	13%	3%
The center has a designated staff person to address the needs of non-residential students	65%	23%	12%
The center staff are helpful when students are absent or late	73%	20%	8%
<b>Weighted Average:</b>	<b>64%</b>	<b>34%</b>	<b>3%</b>

<b>Health and Wellness</b>			
<b>Percent of students who agreed that:</b>			
The health and wellness staff clearly explain available health services	74%	24%	2%
The health and wellness staff help students understand their health care needs	74%	24%	2%
The health and wellness staff treat students with respect	80%	18%	2%
The health and wellness staff keep students' personal health information private	82%	16%	3%
Health services teach students to manage their health better	73%	25%	3%
The health and wellness staff are available to students during the training day	77%	21%	2%
Health services are available to students as needed	49%	42%	9%
The health and wellness staff helped them get health services off center as needed	64%	27%	9%
<b>Weighted Average:</b>	<b>72%</b>	<b>25%</b>	<b>4%</b>



<b>Disability Services</b>			
<b>Percent of students who agreed that:</b>			
The percent of students who reported having received services within a month of meeting with the Center Disability Coordinator	70%	30%	
The percent of students who reported always or usually having accommodations available when needed	81%	19%	
Receiving accommodations improved their ability to participate in the Job Corps program	83%	16%	1%
The center is respectful of students with disabilities	75%	24%	1%
<b>Weighted Average:</b>	<b>77%</b>	<b>23%</b>	<b>1%</b>

<b>Counselors</b>			
<b>Percent of students who agreed that:</b>			
The counselors treat students with respect	89%	10%	1%
The counselors help them plan and meet goals	84%	14%	2%
They could ask the counselors for help	79%	19%	2%
The counselors respond quickly	77%	20%	3%
The counselors keep their personal information private	84%	13%	3%
<b>Weighted Average:</b>	<b>83%</b>	<b>15%</b>	<b>2%</b>

<b>Recreation</b>			
<b>Percent of students who agreed that:</b>			
All of the recreational staff treat students with respect	79%	18%	3%
The recreational staff organize activities that students enjoy	72%	23%	5%
There are recreational activities available after training hours	80%	18%	3%
The equipment in the recreation area works and is clean	75%	20%	5%
They are encouraged to participate in recreational activities	66%	20%	15%
<b>Weighted Average:</b>	<b>76%</b>	<b>20%</b>	<b>4%</b>

<b>Food Services</b>			
<b>Percent of students who agreed that:</b>			
Cafeteria staff treat students with respect	81%	18%	1%
The cafeteria food tastes good	50%	50%	1%
The cafeteria has healthy meal choices	63%	36%	1%
The cafeteria meets students' needs	66%	30%	4%
The cafeteria is clean	76%	23%	1%
The food in the cafeteria is well cooked and fresh	53%	46%	1%
They get enough food	70%	29%	1%
<b>Weighted Average:</b>	<b>66%</b>	<b>33%</b>	<b>1%</b>

<b>Residential</b>			
<b>Percent of students who are satisfied with:</b>			
Living at the center	53%	45%	1%
Dorm rooms	63%	37%	1%
The bathrooms in dorms	54%	45%	1%
The shared dorm space	60%	38%	2%
The laundry rooms	60%	39%	1%
The Resident Advisor (RA) or dorm staff	66%	33%	1%
The access to computers	58%	37%	5%
The access to the internet	60%	39%	1%
Dorm safety	68%	31%	1%
The study spaces available after training hours	61%	35%	5%
Tutoring after training hours	50%	39%	11%
Center-provided transportation	58%	37%	5%
Dorm problems being fixed	44%	54%	2%
The dorm clean up duties and other clean up duties are assigned to students fairly	72%	26%	2%
The dorm is safe and does not have any health and/or safety hazards	44%	57%	
<b>Weighted Average:</b>	<b>58%</b>	<b>39%</b>	<b>3%</b>

<b>Career Success</b>			
<b>Career Preparation Phase</b>			
<b>Percent of students who agreed that:</b>			
The CPP instructors treat students with respect	92%	7%	1%
The CPP instructors care about student success	92%	7%	1%
The CPP classes are well-planned and organized	88%	11%	1%
The CPP classes have enough working equipment	89%	10%	1%
Their CPP class has helped identify the right trade	88%	11%	1%
The CPP class has better prepared them for a job	85%	14%	2%
The CPP class has better prepared them for finding a job	84%	14%	2%
The CPP instructors reviewed the Student Standards of Conduct with student	89%	9%	2%
<b>Weighted Average:</b>	<b>88%</b>	<b>10%</b>	<b>1%</b>

<b>Career Readiness</b>			
<b>Percent of students who agreed that:</b>			
They have attended classes at the center that help prepare them for graduation from Job Corps	63%	37%	
They have learned how to be professional during a job interview	89%	12%	
They have learned how to write a resume and complete an application	88%	12%	
They have learned how to manage money	82%	18%	
They have learned how to live on their own	83%	17%	
Their CTS Counselor has been helpful with their job search and in preparing them for life	84%	13%	3%
<b>Weighted Average:</b>	<b>80%</b>	<b>20%</b>	<b>0%</b>

<b>Academics</b>			
<b>Reading</b>			
<b>Percent of students who agreed that:</b>			
The reading teachers treat students with respect	84%	15%	1%
The reading classes are well-planned and organized	79%	19%	1%
The reading classes have enough working equipment	80%	19%	2%
The reading teachers care about students learning to read and write well	81%	17%	2%
The reading teachers clearly describe the material covered in class	80%	18%	2%
The reading teachers care about the student's success	81%	17%	2%
There are no issues that makes it difficult to learn in reading class	55%	45%	
<b>Weighted Average:</b>	<b>77%</b>	<b>22%</b>	<b>1%</b>

<b>Math</b>			
<b>Percent of students who agreed that:</b>			
The math teachers treat students with respect	87%	13%	1%
The math classes are well-planned and organized	80%	19%	1%
The math classes have enough working equipment	81%	18%	1%
The math teachers care about students learning math well	83%	16%	1%
The math teachers clearly describe the material covered in class	80%	19%	1%
The math teachers care about the student's success	83%	16%	1%
There are no issues that makes it difficult to learn in math class	58%	42%	
<b>Weighted Average:</b>	<b>79%</b>	<b>20%</b>	<b>1%</b>

<b>HSD/HSE</b>			
<b>Percent of students who agreed that:</b>			
They are making progress towards obtaining a high school diploma or equivalent	91%	9%	
They are satisfied with instruction	83%	17%	
The high school teachers treat students with respect	85%	13%	2%
The high school classes are well-planned and organized	80%	19%	2%
The high school classes have enough working equipment	82%	17%	2%
The high school teachers are able to assist with course work	82%	16%	2%
The high school teachers care about the student's success	83%	15%	2%
They are gaining the required knowledge in the high school class	83%	15%	2%
There are no issues that makes it difficult to learn in high school class	64%	37%	
<b>Weighted Average:</b>	<b>81%</b>	<b>17%</b>	<b>1%</b>

<b>Career Technical Training</b>			
<b>Basic</b>			
<b>Percent of students who agreed that:</b>			
They are satisfied with their current trade	91%	9%	
The trade instructors treat students with respect	91%	8%	1%
The trade instructors care about the student's success	91%	8%	1%
The trade instructors' lessons are well-planned and organized	87%	13%	1%
The trade classes have working equipment that is up-to-date	86%	13%	1%
They are learning the necessary skills in trade classes to perform a job	91%	9%	1%
The trade instructors are able to clearly explain each skill	90%	9%	1%
The trade instructors are experienced and able to assist students	92%	8%	1%
There are no issues that makes it difficult to learn in trade class	67%	33%	
Work-based learning has improved their skills and their knowledge related to their trade	87%	12%	2%
<b>Weighted Average:</b>	<b>87%</b>	<b>12%</b>	<b>1%</b>

<b>Advanced Career Training</b>			
<b>Percent of students who agreed that:</b>			
The ACT program will improve their career opportunities after Job Corps	84%	12%	4%
The center-provided transportation to and from the ACT site is excellent	65%	30%	5%
The center has improved their ability to be successful in their ACT program	70%	26%	4%
The center staff care about the needs of ACT students	70%	25%	5%
<b>Weighted Average:</b>	<b>72%</b>	<b>23%</b>	<b>4%</b>

<b>Advanced Training</b>			
<b>Percent of students who agreed that:</b>			
The Advanced Training instructors treat students with respect	88%	9%	3%
The Advanced Training classes are well-planned and organized	85%	12%	3%
The Advanced Training instructors clearly explain each skill	86%	10%	3%
The Advanced Training instructors are experienced and able to assist students	88%	9%	3%
The Advanced Training courses have added to what they learned in the basic trade program	88%	9%	4%
The Advanced Training program will improve their career options	90%	7%	3%
<b>Weighted Average:</b>	<b>88%</b>	<b>9%</b>	<b>3%</b>

Notes: Percents not shown if N < 10. Weighted averages not shown if all Ns in section were Gray cell color indicates that 'Does not know/apply' was not an option for that question.

Accessibility	Students reported issues with accessibility on center.
Communication Issues/Misinformation	Students reported issues with a lack of communication and/or misinformation.
Counseling/Mental Health	Students reported issues with counseling and/or mental health services.
Discrimination (General)	Student reported generally being discriminated against.
Disorganized/Understaffed	Students reported the center is disorganized and/or the center is understaffed.
Dissatisfied w/Program	Students reported general dissatisfaction with the program.
Drug use	Students reported drug use on center.
Health/Illness	Students reported issues with illness (not COVID-19) and health services.
Issues w/Food	Students reported issues with food/food services.
Issues w/Trade or Acad Class	Students reported issues with trade/trade classes and/or academics/academic classes.
No day pass/PTO	Students reported issues with day passes and PTO use.
No drinking water	Students reported limited/no access to clean drinking water.
No Freedom/Too Restricted	Students reported the center rules were too strict and/or limited freedom (especially for adult students).
Pay issues	Students reported issues with their pay.
Positive Comments	Students had positive comments about the center and center life.
Race Discrimination	Students reported issues race/ethnicity discrimination by fellow students and staff.
Recommendation	Students provide recommendations to improve the program.
Residential/Facilities Issues	Students reported issues with residential living and/or facilities.
Safety/Security	Student reported violence, drug use, students not being removed from center for violating rules, broken security equipment, etc.
Sex Discrimination	Students reported issues with sex discrimination by fellow students and staff.
Sexual Assault/Harassment	Students reported issues with sexual assault/sexual harassment.
Staff Disrespect/Ignores Student Needs	Students reported staff disrespect and/or staff ignores students' needs.
Threats/Harassment/Favoritism	Students reported issues with threats, harassment, favoritism by fellow students and/or staff.
Unsanitary Conditions	Students reported issues with unsanitary living conditions.
Wi-Fi/internet issues	Students reported issues with/no Wi-Fi or internet access.