

# 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**

Center &amp; Region: POTOMAC, PHILADELPHIA

Survey Period: January 18 - 26, 2023

Surveys Offered: 111

Number of Fully-Completed Surveys: 70

**Response Rate = 63%**

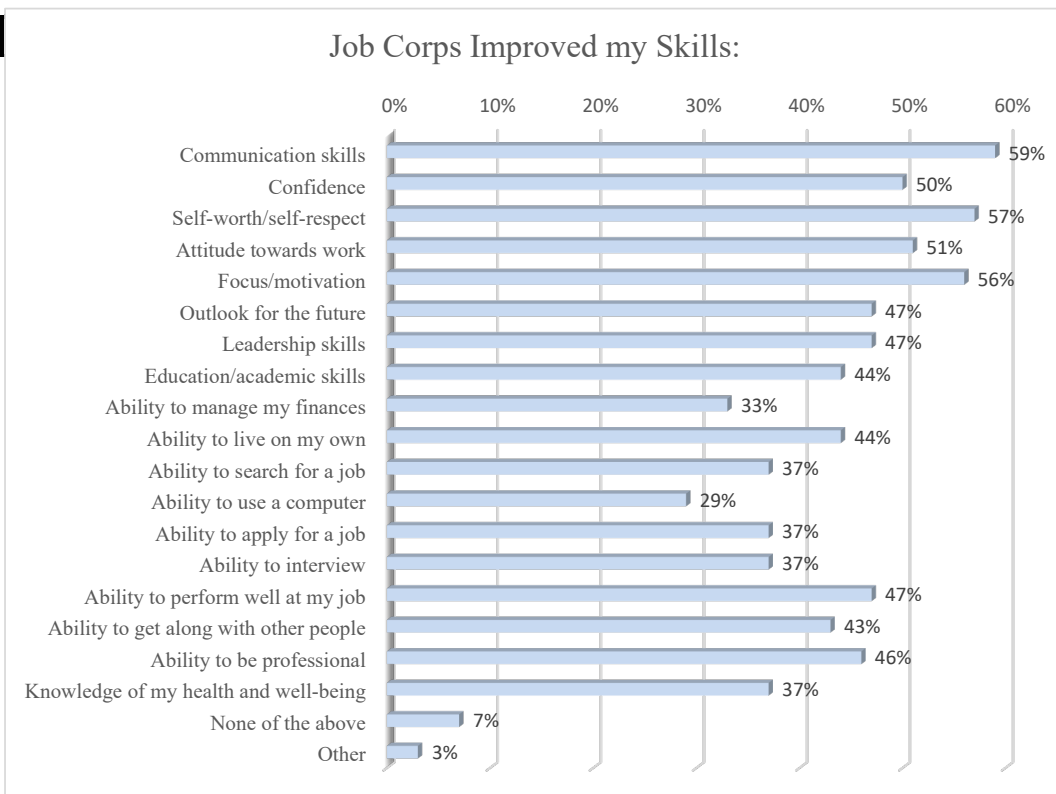
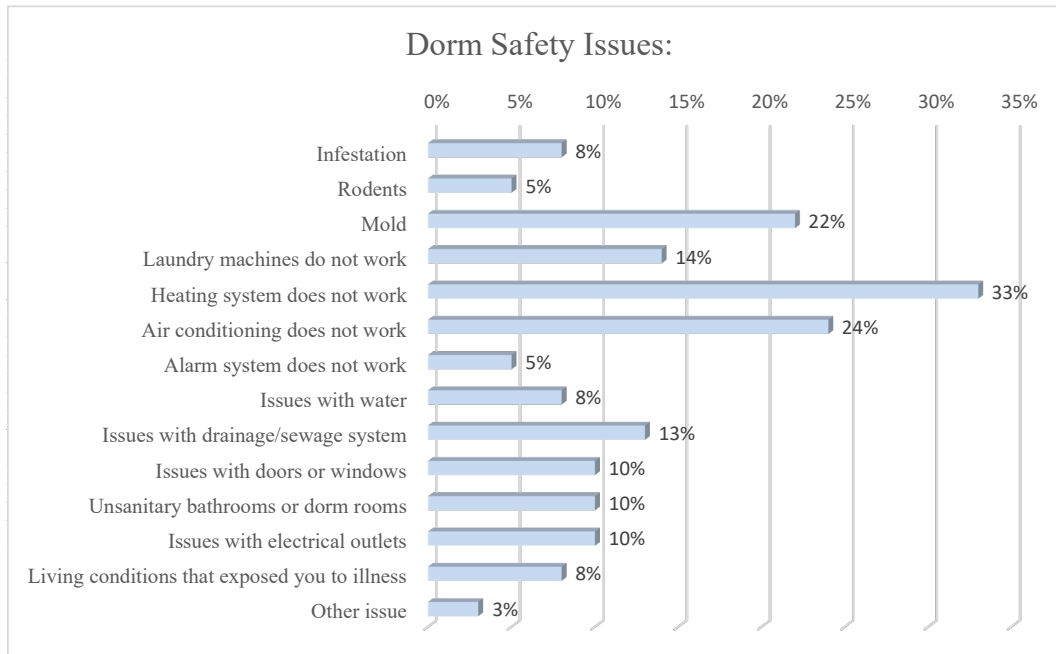
<i>Top Three Categories</i>	<i>Lowest Three Categories</i>
HSD/HSE	Center Life
Career Technical Training: Basic	Residential
Disability Services	Food Services

<i>Above National Average</i>	<i>Below National Average*</i>
HSD/HSE	Career Readiness
Disability Services	Health and Wellness
Reading	Center Life
Residential	
Career Technical Training: Basic	
Recreation	
Overall Impression	
Math	
Counselors	
Food Services	

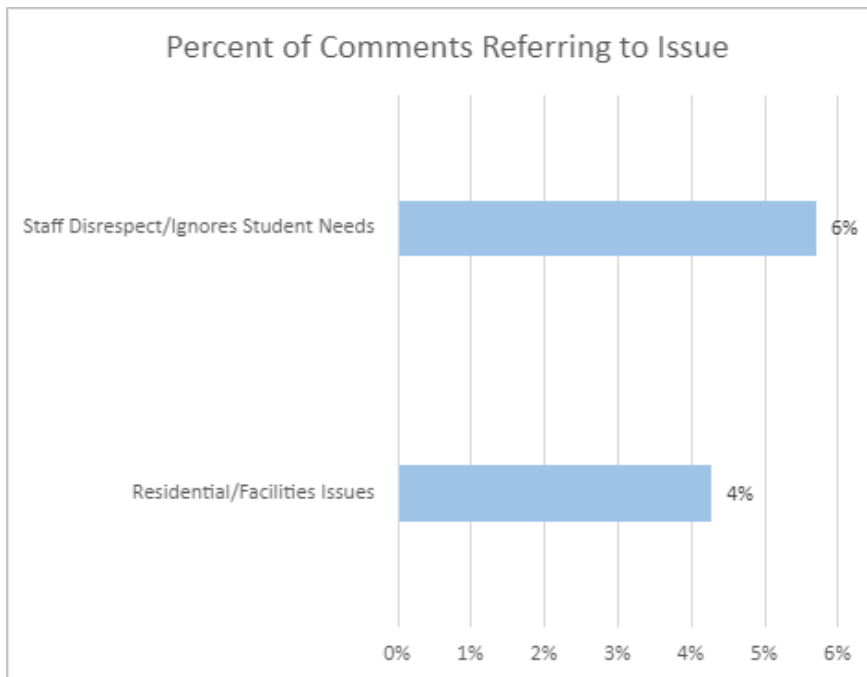
\*The three largest performance gaps are noted and are the difference in the national weighted average and the center weighted average and the national weighted average is higher.

<i>Top 5 questions</i>	<i>Percent of students</i>
Receiving accommodations improved their ability to participate in the Job Corps program	100
They are making progress towards obtaining a high school diploma or equivalent	100
They are satisfied with instruction	100
The high school teachers treat students with respect	100
The high school teachers care about the student's success	100
They are gaining the required knowledge in the high school class	100
They are satisfied with their current trade	100
The trade instructors treat students with respect	100

<i>Bottom 5 questions</i>	<i>Percent of students</i>
The buildings are in good repair	40
The dorm is safe and does not have any health and/or safety hazards	47.6
Dorm problems being fixed	50
The center is well organized	50.7
The cafeteria food tastes good	51.4



## Summary of Student Comments



Each issue represents comments from at least 3 students and 1% of the survey respondents.

Students reported issues with residential living and/or facilities. Examples include: dorm rules too strict, dorm repairs needed, and not enough activities for students.

Students reported staff disrespect and/or staff ignores students' needs. Examples include: staff disrespecting staff, staff spreading rumors/gossip, and bullying that is not addressed by staff.

**Section 2: Summary**

Center &amp; Region: POTOMAC, PHILADELPHIA

Contractor: C15700, ECKERD YOUTH ALTERNATIVES, INC.

Survey Period: January 18 - 26, 2023

Surveys Offered: 111

Number of Fully-Completed Surveys: 70

**Response Rate:**

Complete: 63 %

Incomplete or Partially Complete: 37 %

	Center (%)			Nation (%)		
Percent of students:	Agree	Not Agree	Does not know/apply	Agree	Not Agree	Does not know/apply
Taking the survey for the first time	34%	66%		42%	58%	
Willing to take the survey	100%			97%	3%	

<b>Overall Impression</b>	69%	31%		65%	34%	1%
<b>Admissions</b>				81%	18%	1%
<b>Center Services</b>						
Center Life	57%	42%	1%	64%	34%	3%
Health and Wellness	66%	30%	4%	72%	25%	4%
Disability Services	88%	12%		77%	23%	1%
Counselors	84%	15%	1%	83%	15%	2%
Recreation	81%	17%	2%	76%	20%	4%
Food Services	66%	33%	1%	66%	33%	1%
Residential	65%	33%	2%	58%	39%	3%
<b>Career Success</b>						
Career Preparation Phase				88%	10%	1%
Career Readiness	80%	19%	2%	80%	20%	0%
<b>Academics</b>						
Reading	85%	15%		77%	22%	1%
Math	83%	18%		79%	20%	1%
HSD/HSE	96%	4%		81%	17%	1%
<b>Career Technical Training</b>						
Basic	93%	6%	0%	87%	12%	1%
Advanced Career Training				72%	23%	4%
Advanced Training				88%	9%	3%

Note 1: Summary ratings are based on the weighted average of percent of student that indicate they agree with a positive statement about their center or Job Corps or indicate they are satisfied.

Note 2: Percents not shown if N <10. Weighted averages not shown if all Ns in section were <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: POTOMAC, PHILADELPHIA

Contractor: C15700, ECKERD YOUTH ALTERNATIVES, INC.

Survey Period: January 18 - 26, 2023

Surveys Offered: 111

Number of Fully-Completed Surveys: 70

**Response Rate:**

Complete: 63 %

Incomplete or Partially Complete: 37 %

	Center (%)			Nation (%)		
Percent of students:	Agree	Not Agree	Does not know/apply	Agree	Not Agree	Does not know/apply
Taking the survey for the first time	34%	66%		42%	58%	
Willing to take the survey	100%			97%	3%	

**Overall Impression****Percent of students who agreed that:**

Staff treat students fairly	65%	36%		58%	40%	1%
Staff inspire students to succeed	75%	25%		71%	28%	1%
Job Corps has been a positive experience	70%	30%		68%	32%	
They would recommend Job Corps to a friend	67%	33%		64%	36%	
<b>Weighted Average</b>	<b>69%</b>	<b>31%</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>

Center Services						
Center Life						
Percent of students who agreed that:						
The center leadership treat students with respect	69%	31%		75%	22%	3%
The center is well organized	51%	49%		53%	45%	2%
The center staff announce important information when needed	69%	31%		66%	32%	2%
The buildings are in good repair	40%	60%		58%	41%	2%
The facilities are clean	52%	47%	1%	68%	31%	2%
They can talk to center staff about their opinions about the center	56%	43%	1%	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>57%</b>	<b>42%</b>	<b>1%</b>	<b>64%</b>	<b>34%</b>	<b>3%</b>

Health and Wellness						
Percent of students who agreed that:						
The health and wellness staff clearly explain available health services	72%	28%		74%	24%	2%
The health and wellness staff help students understand their health care needs	68%	32%		74%	24%	2%
The health and wellness staff treat students with respect	71%	28%	1%	80%	18%	2%
The health and wellness staff keep students' personal health information private	75%	20%	5%	82%	16%	3%
Health services teach students to manage their health better	65%	33%	1%	73%	25%	3%
The health and wellness staff are available to students during the training day	68%	32%		77%	21%	2%
Health services are available to students as needed	52%	39%	9%	49%	42%	9%
The health and wellness staff helped them get health services off center as needed	59%	29%	12%	64%	27%	9%
<b>Weighted Average:</b>	<b>66%</b>	<b>30%</b>	<b>4%</b>	<b>72%</b>	<b>25%</b>	<b>4%</b>

Disability Services						
Percent of students who agreed that:						
The percent of students who reported having received services within a month of meeting with the Center Disability Coordinator	76%	24%		70%	30%	
The percent of students who reported always or usually having accommodations available when needed	88%	13%		81%	19%	
Receiving accommodations improved their ability to participate in the Job Corps program	100%			83%	16%	1%
The center is respectful of students with disabilities	94%	6%		75%	24%	1%
<b>Weighted Average:</b>	<b>88%</b>	<b>12%</b>		<b>77%</b>	<b>23%</b>	<b>1%</b>

Counselors						
Percent of students who agreed that:						
The counselors treat students with respect	91%	9%		89%	10%	1%
The counselors help them plan and meet goals	85%	15%		84%	14%	2%
They could ask the counselors for help	80%	19%	1%	79%	19%	2%
The counselors respond quickly	80%	19%	1%	77%	20%	3%
The counselors keep their personal information private	84%	13%	3%	84%	13%	3%
<b>Weighted Average:</b>	<b>84%</b>	<b>15%</b>	<b>1%</b>	<b>83%</b>	<b>15%</b>	<b>2%</b>

Recreation						
Percent of students who agreed that:						
All of the recreational staff treat students with respect	84%	15%	2%	79%	18%	3%
The recreational staff organize activities that students enjoy	82%	13%	4%	72%	23%	5%
There are recreational activities available after training hours	79%	21%		80%	18%	3%
The equipment in the recreation area works and is clean	81%	18%	2%	75%	20%	5%
They are encouraged to participate in recreational activities				66%	20%	15%
<b>Weighted Average:</b>	<b>81%</b>	<b>17%</b>	<b>2%</b>	<b>76%</b>	<b>20%</b>	<b>4%</b>

Food Services						
Percent of students who agreed that:						
Cafeteria staff treat students with respect	70%	27%	3%	81%	18%	1%
The cafeteria food tastes good	51%	49%		50%	50%	1%
The cafeteria has healthy meal choices	67%	33%		63%	36%	1%
The cafeteria meets students' needs	74%	26%		66%	30%	4%
The cafeteria is clean	73%	26%	1%	76%	23%	1%
The food in the cafeteria is well cooked and fresh	54%	44%	1%	53%	46%	1%
They get enough food	73%	27%		70%	29%	1%
<b>Weighted Average:</b>	<b>66%</b>	<b>33%</b>	<b>1%</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	56%	41%	3%	53%	45%	1%
Dorm rooms	69%	31%		63%	37%	1%
The bathrooms in dorms	67%	33%		54%	45%	1%
The shared dorm space	63%	33%	5%	60%	38%	2%
The laundry rooms	77%	23%		60%	39%	1%
The Resident Advisor (RA) or dorm staff	75%	25%		66%	33%	1%
The access to computers	61%	34%	5%	58%	37%	5%
The access to the internet	53%	45%	2%	60%	39%	1%
Dorm safety	72%	28%		68%	31%	1%
The study spaces available after training hours	73%	23%	3%	61%	35%	5%
Tutoring after training hours	67%	25%	8%	50%	39%	11%
Center-provided transportation	59%	33%	8%	58%	37%	5%
Dorm problems being fixed	50%	48%	2%	44%	54%	2%
The dorm clean up duties and other clean up duties are assigned to students fairly	88%	11%	2%	72%	26%	2%
The dorm is safe and does not have any health and/or safety hazards	48%	52%		44%	57%	
<b>Weighted Average:</b>	<b>65%</b>	<b>33%</b>	<b>2%</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	56%	44%		63%	37%	
They have learned how to be professional during a job interview	95%	5%		89%	12%	
They have learned how to write a resume and complete an application	95%	5%		88%	12%	
They have learned how to manage money	84%	16%		82%	18%	
They have learned how to live on their own	84%	16%		83%	17%	
Their CTS Counselor has been helpful with their job search and in preparing them for life	82%	11%	7%	84%	13%	3%
<b>Weighted Average:</b>	<b>80%</b>	<b>19%</b>	<b>2%</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	91%	9%		84%	15%	1%
The reading classes are well-planned and organized	86%	14%		79%	19%	1%
The reading classes have enough working equipment	84%	16%		80%	19%	2%
The reading teachers care about students learning to read and write well	89%	11%		81%	17%	2%
The reading teachers clearly describe the material covered in class	89%	11%		80%	18%	2%
The reading teachers care about the student's success	89%	11%		81%	17%	2%
There are no issues that makes it difficult to learn in reading class	71%	30%		55%	45%	
<b>Weighted Average:</b>	<b>85%</b>	<b>15%</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	82%	18%		87%	13%	1%
The math classes are well-planned and organized	84%	16%		80%	19%	1%
The math classes have enough working equipment	82%	18%		81%	18%	1%
The math teachers care about students learning math well	87%	13%		83%	16%	1%
The math teachers clearly describe the material covered in class	87%	13%		80%	19%	1%
The math teachers care about the student's success	87%	13%		83%	16%	1%
There are no issues that makes it difficult to learn in math class	69%	31%		58%	42%	
<b>Weighted Average:</b>	<b>83%</b>	<b>18%</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	100%			91%	9%	
They are satisfied with instruction	100%			83%	17%	
The high school teachers treat students with respect	100%			85%	13%	2%
The high school classes are well-planned and organized	96%	4%		80%	19%	2%
The high school classes have enough working equipment	96%	4%		82%	17%	2%
The high school teachers are able to assist with course work	96%	4%		82%	16%	2%
The high school teachers care about the student's success	100%			83%	15%	2%
They are gaining the required knowledge in the high school class	100%			83%	15%	2%
There are no issues that makes it difficult to learn in high school class	79%	21%		64%	37%	
<b>Weighted Average:</b>	<b>96%</b>	<b>4%</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	100%			91%	9%	
The trade instructors treat students with respect	100%			91%	8%	1%
The trade instructors care about the student's success	97%	3%		91%	8%	1%
The trade instructors' lessons are well-planned and organized	97%	3%		87%	13%	1%
The trade classes have working equipment that is up-to-date	92%	8%		86%	13%	1%
They are learning the necessary skills in trade classes to perform a job	97%	3%		91%	9%	1%
The trade instructors are able to clearly explain each skill	97%	3%		90%	9%	1%
The trade instructors are experienced and able to assist students	97%	3%		92%	8%	1%
There are no issues that makes it difficult to learn in trade class	67%	33%		67%	33%	
Work-based learning has improved their skills and their knowledge related to their trade	75%	17%	8%	87%	12%	2%
<b>Weighted Average:</b>	<b>93%</b>	<b>6%</b>	<b>0%</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 <10.

Gray cell color indicates that 'Does not know/apply' was not an option for that question.