

Section 1: Highlights

Center & Region: FLINTHILLS, CHICAGO

Survey Period: April 08 2026 - May 07 2026

Surveys Offered: 120

Number of Fully-Completed Surveys: 89

Response Rate: 74%

Top Three Categories

Career Technical Training: Basic

Career Preparation Phase

Counselors

Lowest Three Categories

Residential

Center Life

Overall Impressions

Above National Average

Career Technical Training: Basic

Counselors

Food Services

Reading

Career Readiness

Below National Average*

Residential

Center Life

HSD/HSE

*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.

Top 5 questions***Percent of students***

The trade instructors are experienced and able to assist students

97.5%

The trade instructors care about the student's success

97.5%

The trade instructors are helpful

95.0%

They are satisfied with their current trade

95.0%

The trade instructors treat students with respect

95.0%

Bottom 5 questions***Percent of students***

The dorm is safe and does not have any health and/or safety hazards

18.8%

Tutoring after training hours

25.0%

The access to computers

26.3%

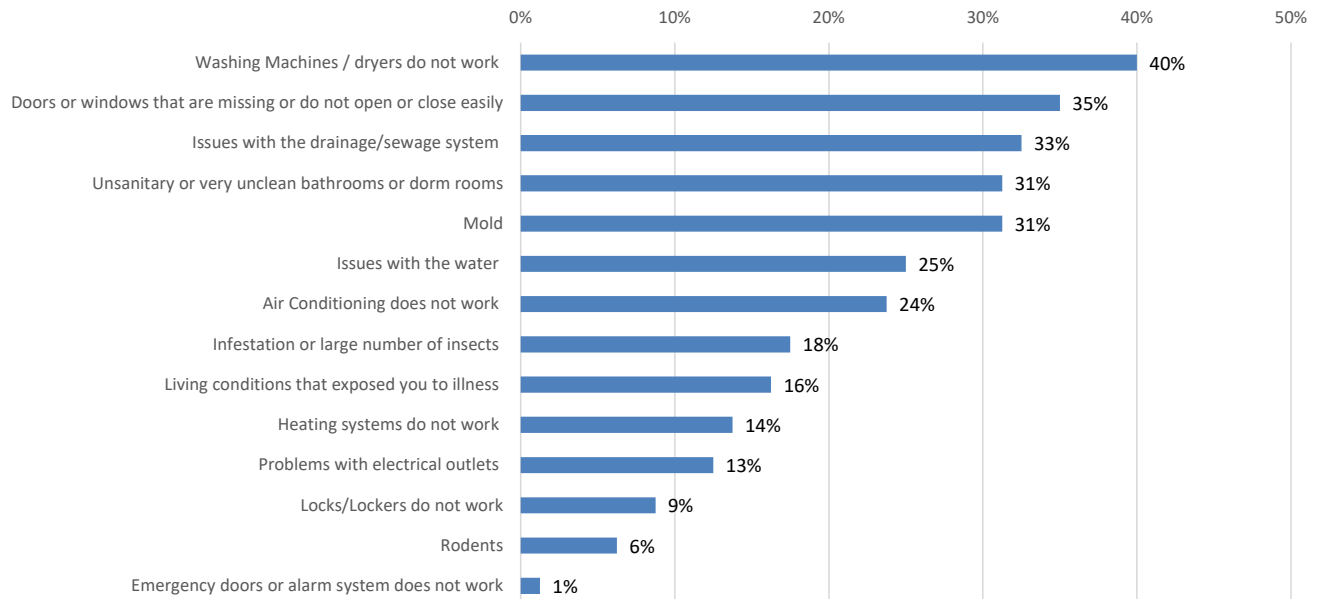
Dorm problems being fixed

27.5%

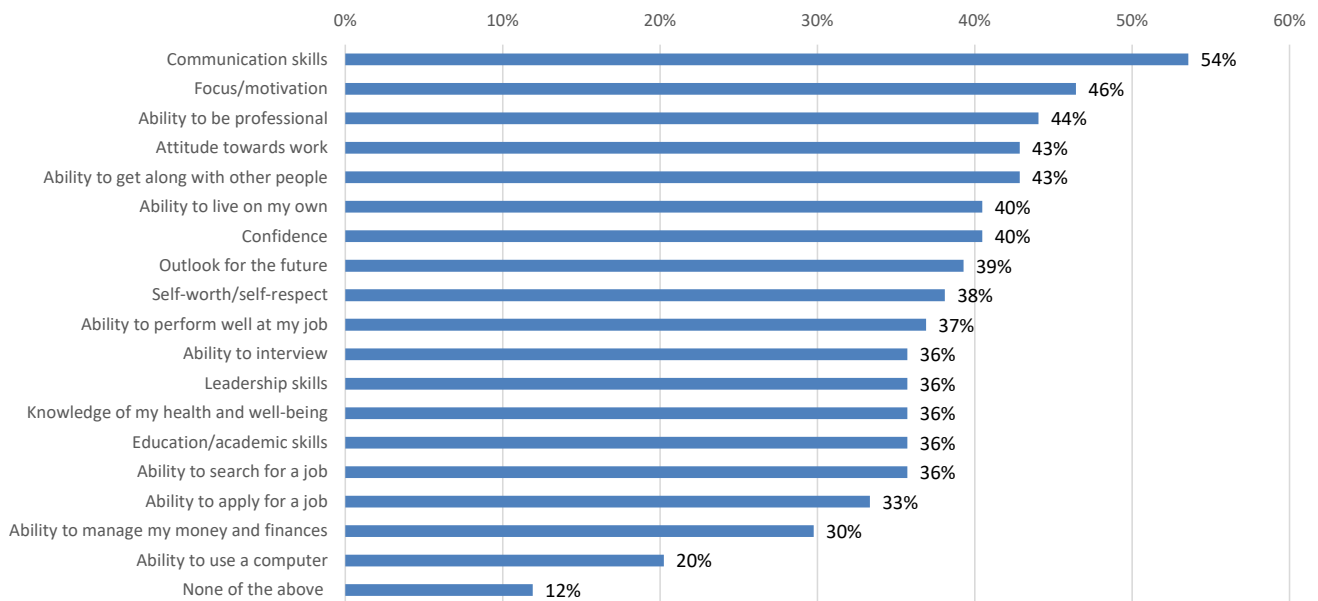
Staff treat students fairly

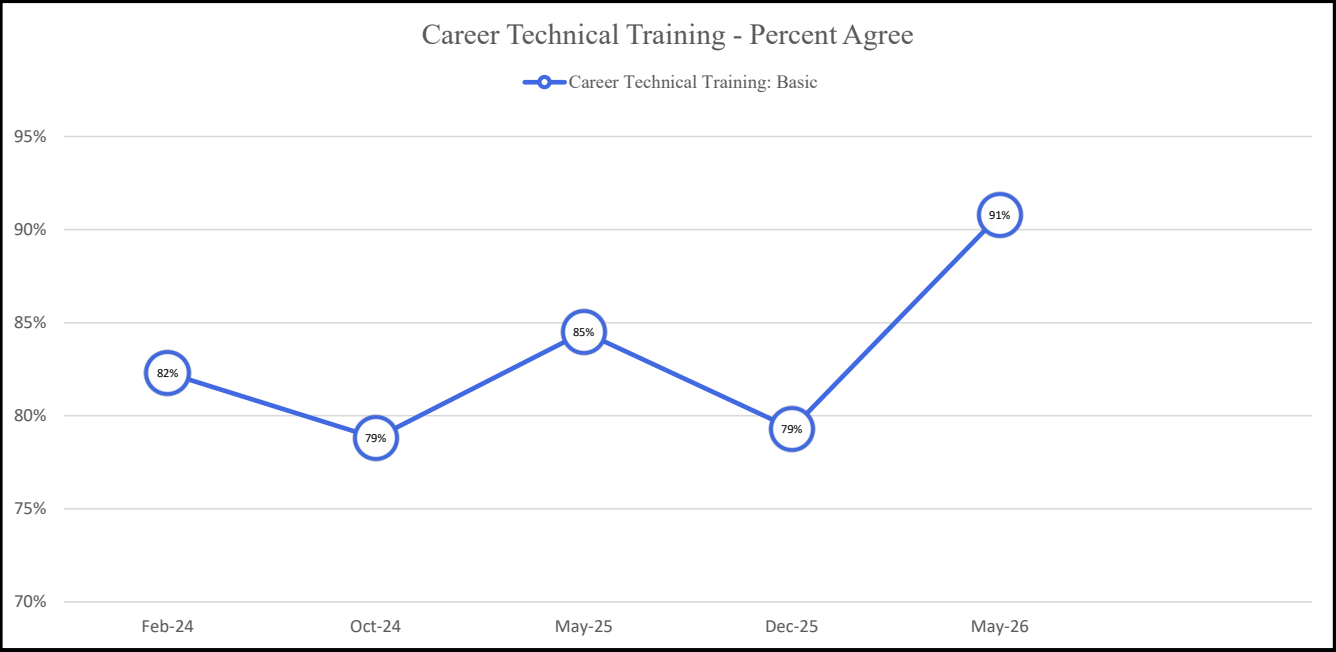
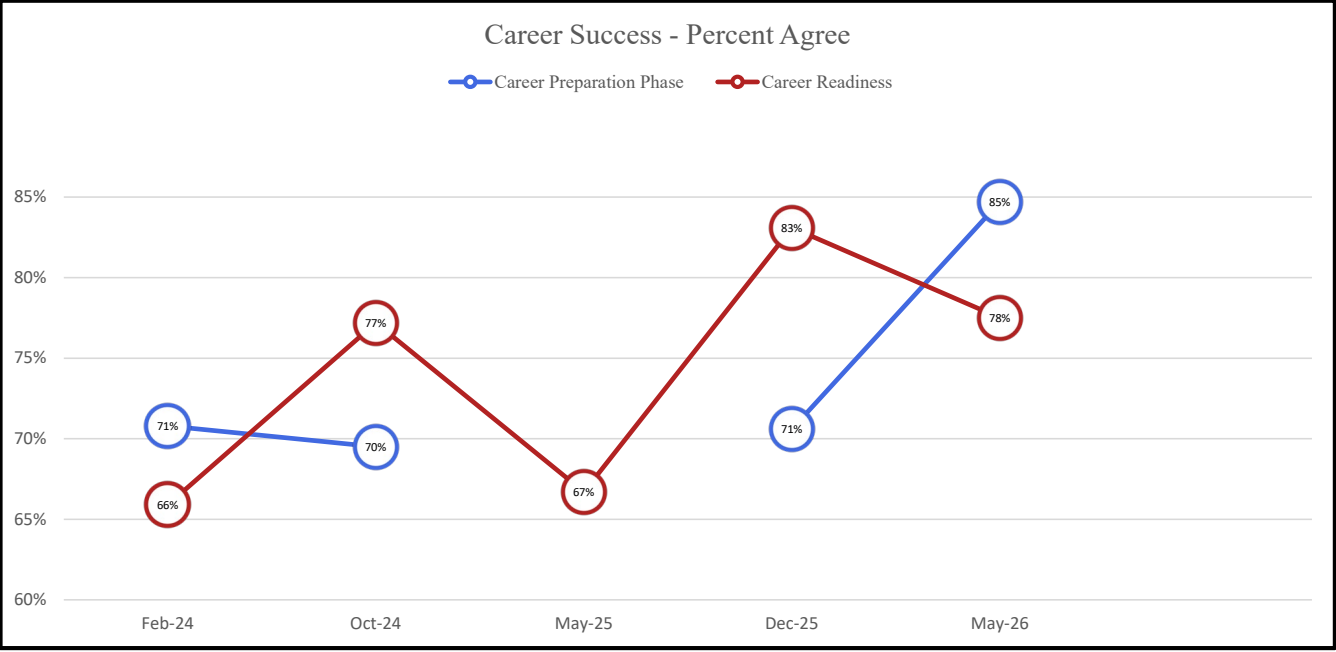
29.2%

Dorm Safety Issues



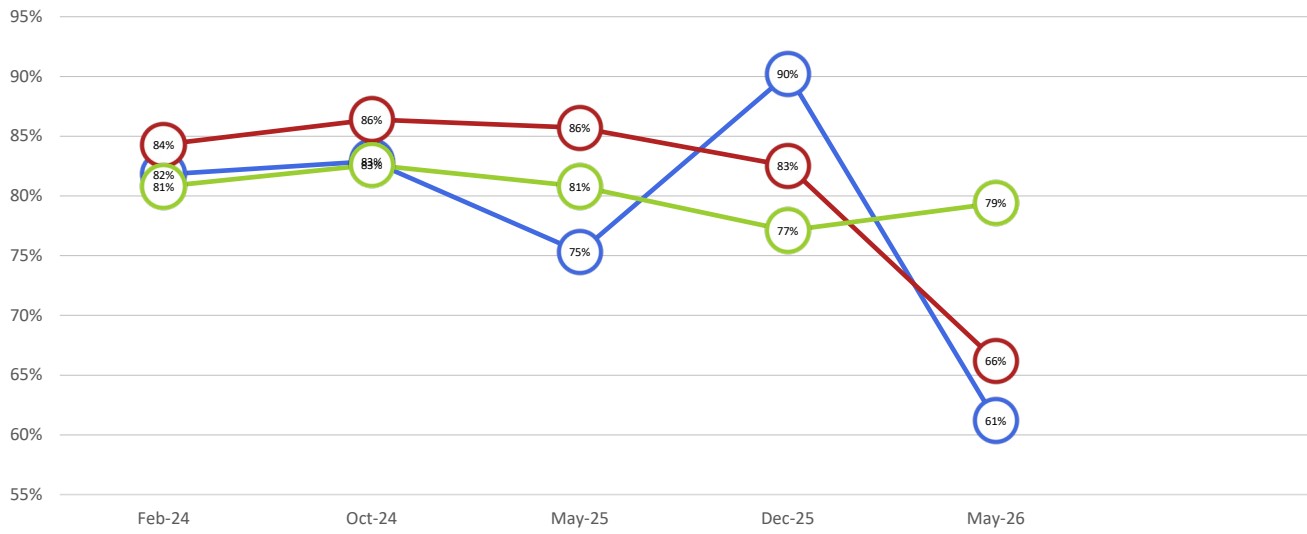
Job Corps Improved my Skills





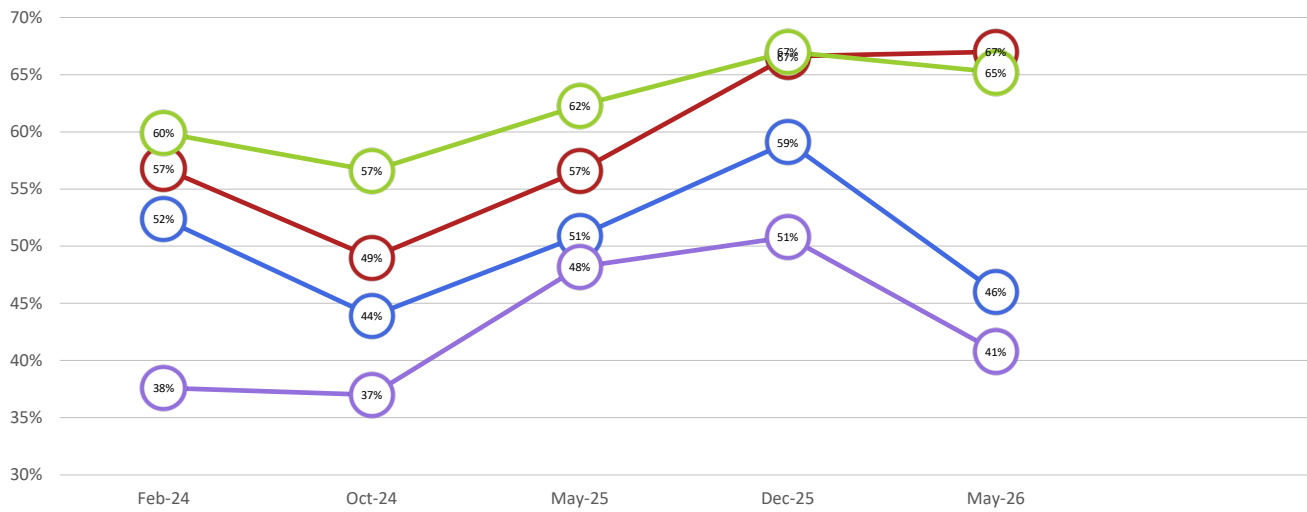
Academics - Percent Agree

HSD/HSE Math Reading



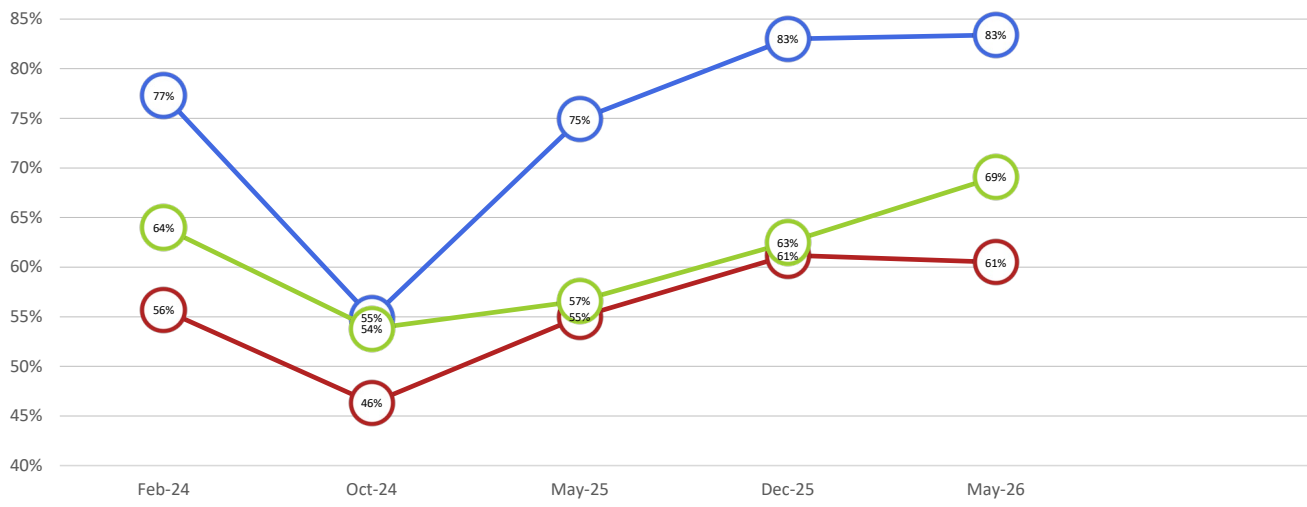
Center Services - Percent Agree

Center Life Food Services Recreation Residential



Center Services - Percent Agree (continued)

—○— Counselors —○— Disability Services —○— Health and Wellness



Section 2: Summary

Center & Region: FLINTHILLS, CHICAGO

Contractor: C13900, Serrato Corporation

Survey Period: April 08 2026 - May 07 2026

Surveys Offered: 120

Number of Fully-Completed Surveys: 89

Response Rate:

Complete: 74%

Incomplete or Partially Complete: 26%

	Center (%)			Nation (%)		
	Agree	Not Agree	Does not know/apply	Agree	Not Agree	Does not know/apply
Percent of students:						
Taking the survey for the first time	67%	33%		61%	39%	
Willing to take the survey	95%	5%		98%	2%	
Center shared last SEA survey results	35%	38%	27%	46%	29%	25%

Overall Impressions						
Overall Impressions	49%	51%	0%	61%	38%	1%
Center Services						
Center Life	46%	53%	1%	62%	35%	3%
Health and Wellness	69%	29%	2%	70%	26%	5%
Disability Services	60%	35%	4%	72%	24%	5%
Counselors	83%	14%	2%	79%	18%	3%
Recreation	65%	30%	5%	73%	22%	5%
Food Services	67%	32%	1%	63%	36%	1%
Residential	41%	55%	4%	54%	42%	3%
Career Success						
Career Preparation Phase	85%	15%		87%	11%	2%
Career Readiness	77%	23%		77%	22%	0%
Academics						
Reading	79%	13%	7%	77%	22%	2%
Math	66%	23%	11%	77%	21%	1%
HSD/HSE	61%	35%	4%	80%	18%	1%
Career Technical Training						
Career Technical Training: Basic	91%	8%	1%	85%	14%	1%

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 & Region: FLINTHILLS, CHICAGO

Contractor: C13900, Serrato Corporation

Survey Period: April 08 2026 - May 07 2026

Surveys Offered: 120

Number of Fully-Completed Surveys: 89

Response Rate:

Complete: 74%

Incomplete or Partially Complete: 26%

	Center (%)			Nation (%)		
	Agree	Not Agree	Does not know/apply	Agree	Not Agree	Does not know/apply
Percent of students:						
Taking the survey for the first time	67%	33%		61%	39%	
Willing to take the survey	95%	5%		98%	2%	
Center shared last SEA survey results	35%	38%	27%	46%	29%	25%

Overall Impressions						
Overall Impressions						
Percent of students who agreed that:						
Staff treat students fairly	29%	71%		51%	48%	1%
Staff encourage students to succeed	70%	29%	1%	76%	23%	1%
Center welcomes all people	47%	53%		65%	34%	
They have not seen unfair treatment of students	33%	67%		45%	54%	
Job Corps has been a positive experience	60%	40%		64%	36%	
They would recommend Job Corps to a friend	56%	44%		66%	34%	
Weighted Average:	49%	51%	0%	61%	38%	1%

	Center (%)			Nation (%)		
	Agree	Not Agree	Does not know/apply	Agree	Not Agree	Does not know/apply
Percent of students:						
Center Services						
Center Life						
Percent of students who agreed that:						
The center leadership treat students with respect	50%	49%	1%	74%	24%	3%
The center is well organized	32%	67%	1%	51%	47%	2%
The center staff announce important information when needed	44%	56%		60%	38%	1%
The buildings are in good repair	42%	58%		60%	38%	1%
The facilities are clean	53%	47%		66%	33%	1%
They can talk to center staff about their opinions about the center	44%	53%	2%	60%	36%	5%
The center has helped arrange child care, if needed				54%	46%	
Non-Res Ctr: The center staff make sure the students can get to center and back home safely				71%	22%	7%
Non-Res: The center helps students get to center and back home every day				55%	26%	19%
Non-Res: The center provides space for students to study on center				58%	24%	18%
Non-Res: Teachers are willing to listen to concerns				77%	17%	6%
Non-Res: The center has a designated staff person to address the needs of non-residential students				62%	24%	14%
Non-Res: The center staff are helpful explaining leave policy				67%	23%	10%
Weighted Average:	46%	53%	1%	62%	35%	3%

Health and Wellness						
Percent of students who agreed that:						
The health and wellness staff clearly explain available health services	70%	28%	2%	73%	25%	2%
The health and wellness staff help students understand their health care needs	70%	28%	2%	72%	26%	2%
The health and wellness staff treat students with respect	78%	22%		79%	20%	2%
The health and wellness staff keep students' personal health information private	84%	15%	1%	82%	15%	3%
Health services teach students to manage their health better	75%	24%	1%	70%	27%	3%
The health and wellness staff are available to students during the training day	67%	31%	1%	72%	25%	3%
Health services are available to students as needed	44%	54%	2%	47%	42%	11%
The health and wellness staff helped them get health services off center as needed	65%	31%	3%	62%	27%	10%
Weighted Average:	69%	29%	2%	70%	26%	5%

Disability Services						
Percent of students who agreed that:						
Center staff are respectful of students with disabilities	57%	36%	7%	68%	25%	8%
The percent of students who reported having received services within a month of meeting with the Center Disability Coordinator	46%	54%		70%	30%	
The percent of students who reported always or usually having accommodations available when needed	94%	6%		83%	17%	
Receiving accommodations improved their ability to participate in the Job Corps program	72%	22%	6%	79%	19%	2%
Weighted Average:	60%	35%	4%	72%	24%	5%

	Center (%)			Nation (%)		
	Agree	Not Agree	Does not know/apply	Agree	Not Agree	Does not know/apply
Percent of students:						
Counselors						
Percent of students who agreed that:						
The counselors treat students with respect	93%	6%	1%	87%	12%	1%
The counselors help them plan and meet goals	85%	13%	1%	80%	17%	2%
They could ask the counselors for help	79%	19%	2%	76%	21%	3%
The counselors respond quickly	74%	21%	4%	72%	24%	4%
The counselors keep their personal information private	85%	12%	2%	83%	14%	4%
Weighted Average:	83%	14%	2%	79%	18%	3%

Recreation						
Percent of students who agreed that:						
All of the recreational staff treat students with respect	68%	29%	4%	77%	19%	4%
The recreational staff organize activities that students enjoy	60%	37%	4%	69%	25%	5%
There are recreational activities available after training hours	75%	23%	3%	79%	18%	3%
The equipment in the recreation area works and is clean	57%	32%	11%	71%	24%	6%
Non-Res: They are encouraged to participate in recreational activities				65%	22%	13%
Weighted Average:	65%	30%	5%	73%	22%	5%

Food Services						
Percent of students who agreed that:						
Cafeteria staff treat students with respect	83%	17%		80%	19%	1%
The cafeteria food tastes good	56%	44%		42%	57%	1%
The cafeteria has healthy meal choices	74%	26%		61%	38%	1%
The cafeteria meets students' needs	70%	27%	3%	66%	30%	4%
The cafeteria is clean	81%	18%	1%	72%	27%	1%
The food in the cafeteria is well cooked and fresh	58%	40%	1%	50%	49%	1%
They get enough food	47%	53%		70%	29%	1%
Weighted Average:	67%	32%	1%	63%	36%	1%

Residential						
Percent of students who are satisfied with:						
Living at the center	35%	62%	4%	49%	49%	2%
Dorm rooms	48%	53%		57%	42%	1%
The bathrooms in dorms	31%	68%	1%	49%	50%	1%
The shared dorm space	41%	55%	4%	57%	41%	2%
The laundry rooms	39%	61%		53%	46%	1%
The Resident Advisor (RA) or dorm staff	60%	40%		66%	33%	1%
The access to computers	26%	60%	14%	48%	44%	8%
The access to the internet	44%	55%	1%	56%	43%	1%
Dorm safety	58%	43%		65%	33%	1%
The study spaces available after training hours	46%	43%	11%	58%	36%	6%
Tutoring after training hours	25%	51%	24%	42%	41%	17%
Center-provided transportation	51%	46%	3%	56%	37%	6%
Dorm problems being fixed	28%	71%	1%	42%	56%	3%
The dorm clean up duties and other clean up duties are assigned to students fairly	63%	34%	4%	69%	29%	2%
The dorm is safe and does not have any health and/or safety hazards	19%	81%		44%	56%	
Weighted Average:	41%	55%	4%	54%	42%	3%

	Center (%)			Nation (%)		
	Agree	Not Agree	Does not know/apply	Agree	Not Agree	Does not know/apply
Percent of students:						
Career Success						
Career Preparation Phase						
Percent of students who agreed that:						
The CPP instructors treat students with respect	95%	5%		92%	7%	1%
The CPP instructors care about student success	89%	11%		90%	8%	2%
The CPP classes are well-planned and organized	74%	26%		84%	15%	1%
The CPP classes have working equipment	84%	16%		87%	12%	1%
Their CPP class has helped identify the right trade	79%	21%		86%	12%	2%
The CPP class has better prepared them for a job	79%	21%		83%	14%	3%
The CPP class has better prepared them for finding a job	79%	21%		79%	17%	4%
The CPP instructors reviewed the Student Standards of Conduct with student	84%	16%		89%	9%	2%
My CPP instructor is helpful during class	89%	11%		90%	8%	1%
My CPP instructor treats students fairly	95%	5%		89%	10%	1%
Weighted Average:	85%	15%		87%	11%	2%

Career Readiness						
Percent of students who agreed that:						
They have attended classes at the center that help prepare them for graduation from Job Corps	65%	35%		67%	33%	
They have learned how to be professional during a job interview	82%	18%		85%	15%	
They have learned how to write a resume and complete an application	82%	18%		85%	15%	
They have learned how to manage money	91%	9%		78%	22%	
They have learned how to live on their own	73%	27%		77%	23%	
Their CTS Counselor has been helpful with their job search and in preparing them for life	80%	20%		78%	19%	2%
Weighted Average:	77%	23%		77%	22%	0%

	Center (%)			Nation (%)		
	Agree	Not Agree	Does not know/apply	Agree	Not Agree	Does not know/apply
Percent of students:						
Academics						
Reading						
Percent of students who agreed that:						
The reading teachers treat students with respect	81%	12%	8%	83%	15%	1%
The reading classes are well-planned and organized	85%	8%	8%	77%	21%	2%
The reading classes have enough working equipment	85%	8%	8%	77%	21%	2%
The reading teachers care about students learning to read and write well	85%	8%	8%	80%	18%	2%
The reading teachers clearly describe the material covered in class	81%	12%	8%	79%	19%	2%
The reading teachers care about the student's success	85%	8%	8%	81%	17%	2%
The reading teachers are helpful	85%	8%	8%	80%	18%	1%
The reading teachers treat students fairly	81%	8%	12%	80%	18%	2%
There are no issues that makes it difficult to learn in reading class	48%	52%		55%	45%	
Weighted Average:	79%	13%	7%	77%	22%	2%

Math						
Percent of students who agreed that:						
The math teachers treat students with respect	67%	21%	13%	83%	16%	1%
The math classes are well-planned and organized	67%	21%	13%	76%	22%	1%
The math classes have working equipment (for example, computers, books, or printers).	67%	21%	13%	79%	20%	2%
The math teachers care about students learning math well	67%	21%	13%	81%	18%	2%
The math teachers clearly describe the material covered in class	67%	21%	13%	78%	20%	1%
The math teachers care about the student's success	67%	21%	13%	80%	17%	2%
The math teachers are helpful	67%	21%	13%	80%	18%	1%
The math teachers treat students fairly	67%	21%	13%	81%	18%	1%
There are no issues that makes it difficult to learn in math class	63%	38%		56%	44%	
Weighted Average:	66%	23%	11%	77%	21%	1%

HSD/HSE						
Percent of students who agreed that:						
They are making progress towards obtaining a high school diploma or equivalent	92%	8%		91%	9%	
They are satisfied with instruction	58%	42%		81%	19%	
The high school teachers treat students with respect	54%	42%	4%	84%	15%	2%
The high school classes are well-planned and organized	54%	38%	8%	77%	21%	2%
The high school classes have enough working equipment	50%	46%	4%	80%	18%	2%
The high school teachers are able to assist with course work	69%	27%	4%	79%	19%	2%
The high school teachers care about the student's success	73%	23%	4%	83%	15%	2%
They are gaining the required knowledge in the high school class	65%	27%	8%	82%	16%	2%
There are no issues that makes it difficult to learn in high school class	46%	54%		63%	37%	
The high school teachers are helpful	58%	35%	8%	81%	17%	2%
The high school teacher treat students fairly	54%	42%	4%	80%	18%	2%
Weighted Average:	61%	35%	4%	80%	18%	1%

	Center (%)			Nation (%)		
	Agree	Not Agree	Does not know/apply	Agree	Not Agree	Does not know/apply
Percent of students:						
Career Technical Training						
Career Technical Training: Basic						
Percent of students who agreed that:						
They are satisfied with their current trade	95%	5%		94%	6%	
The trade instructors treat students with respect	95%	5%		89%	10%	1%
The trade instructors care about the student's success	98%	3%		89%	9%	1%
The trade instructors' lessons are well-planned and organized	90%	10%		83%	16%	1%
The trade classes have working equipment that is up-to-date	90%	8%	3%	83%	16%	1%
They are learning the necessary skills in trade classes to perform a job	95%	5%		89%	10%	1%
The trade instructors are able to clearly explain each skill	90%	8%	3%	86%	13%	1%
The trade instructors are experienced and able to assist students	98%	3%		90%	10%	1%
There are no issues that makes it difficult to learn in trade class	70%	30%		66%	34%	
Work-based learning has improved their skills and their knowledge related to their trade	67%	20%	13%	82%	16%	2%
The trade instructors are helpful	95%	5%		88%	12%	1%
The trade instructors treat students fairly	93%	8%		86%	13%	1%
Weighted Average:	91%	8%	1%	85%	14%	1%

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.