

Section 1: Highlights

Center & Region: MUHLENBERG, PHILADELPHIA

Survey Period: April 08 2026 - May 07 2026

Surveys Offered: 156

Number of Fully-Completed Surveys: 77

Response Rate: 49%

<i>Top Three Categories</i>	<i>Lowest Three Categories</i>
Career Preparation Phase	Residential
Career Technical Training: Basic	HSD/HSE
Counselors	Overall Impressions

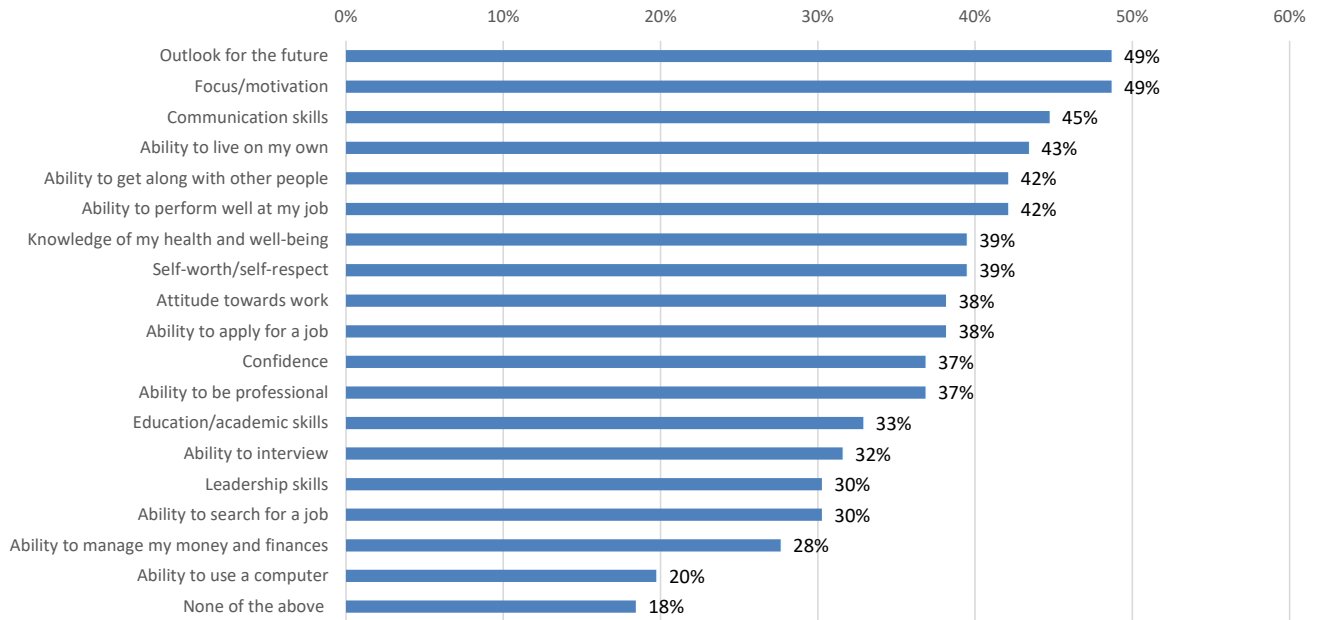
<i>Above National Average</i>	<i>Below National Average*</i>
Counselors	Recreation
Career Preparation Phase	Math
	HSD/HSE

*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.

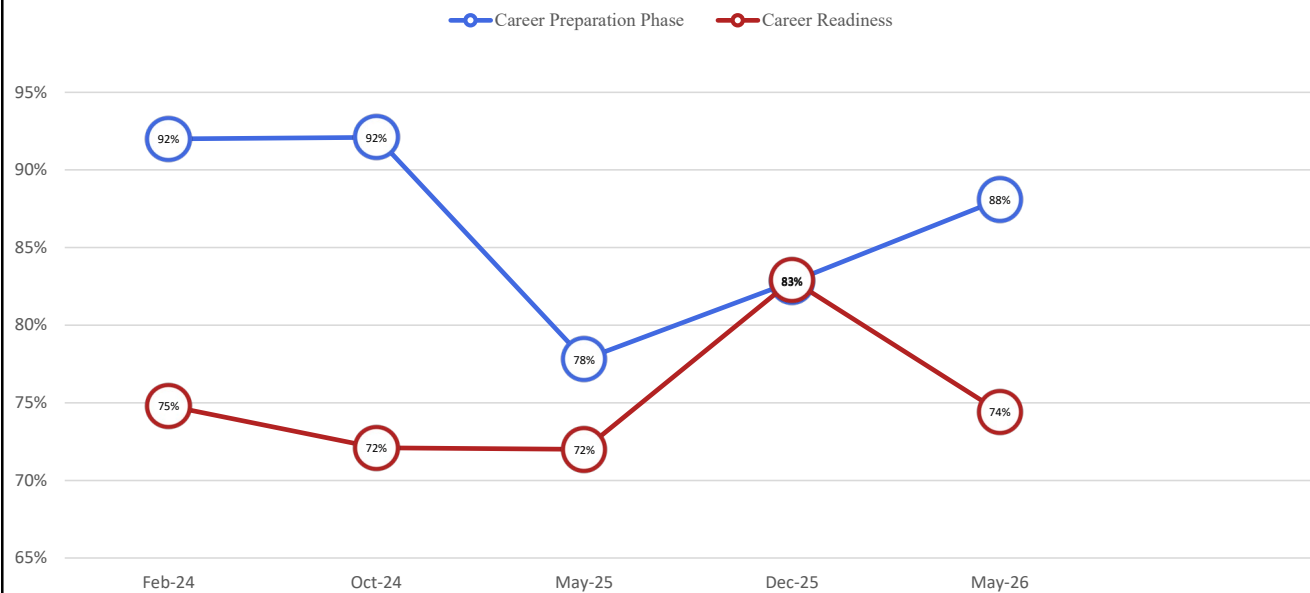
<i>Top 5 questions</i>	<i>Percent of students</i>
The CPP instructors treat students with respect	96.2%
The CPP instructors care about student success	96.2%
The CPP instructors reviewed the Student Standards of Conduct with student	96.2%
They are satisfied with their current trade	95.8%
Their CPP class has helped identify the right trade	92.3%

<i>Bottom 5 questions</i>	<i>Percent of students</i>
Tutoring after training hours	25.0%
Health services are available to students as needed	32.9%
Living at the center	33.8%
Dorm problems being fixed	33.8%
The access to computers	33.8%

Job Corps Improved my Skills

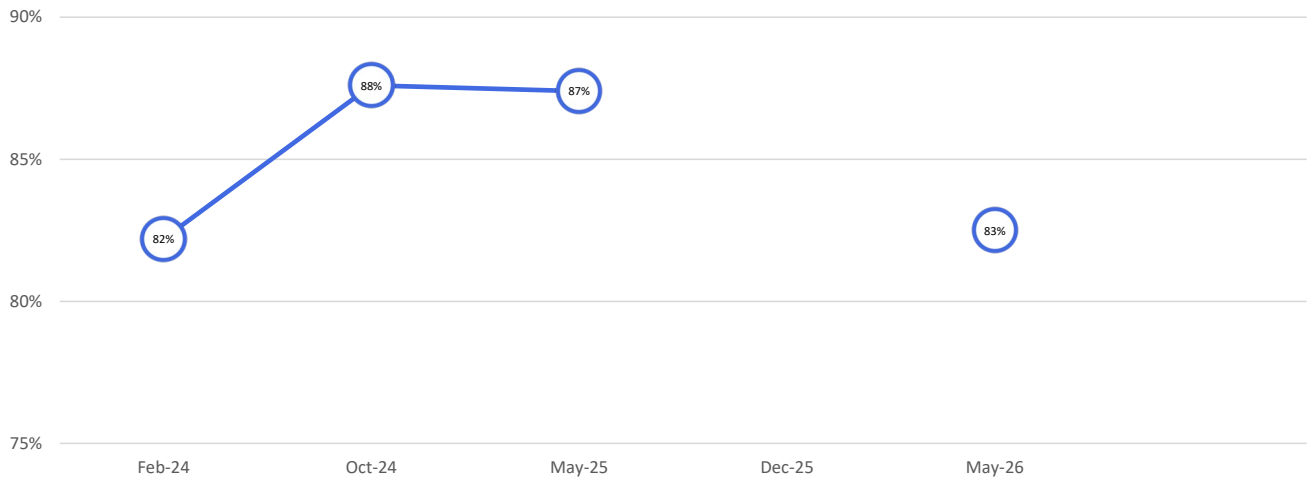


Career Success - Percent Agree



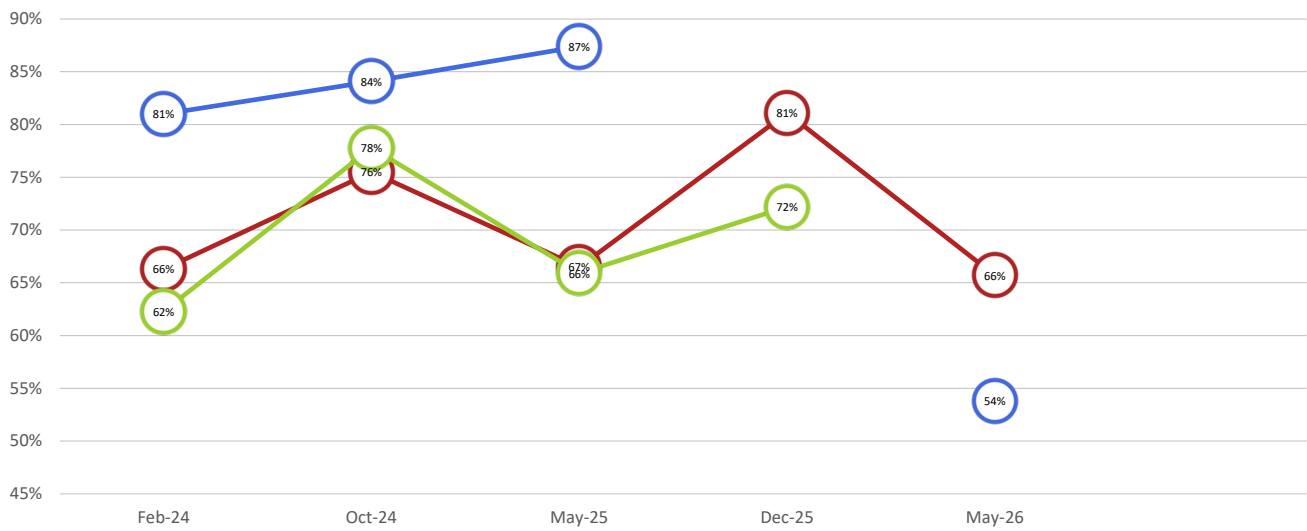
Career Technical Training - Percent Agree

Career Technical Training: Basic

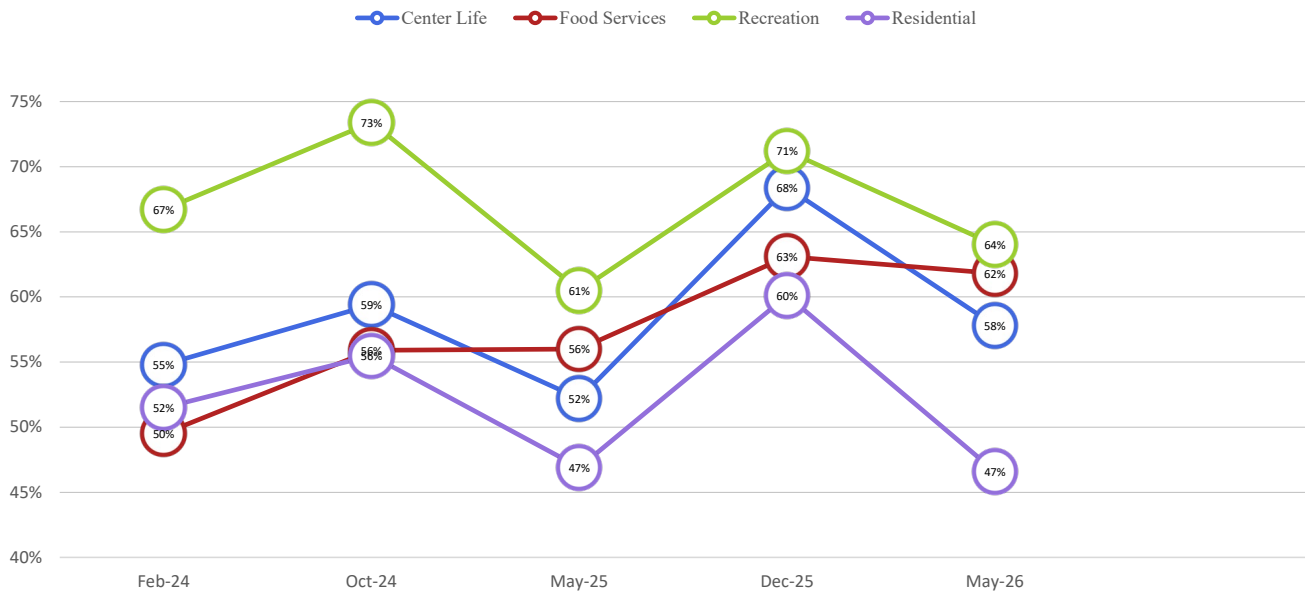


Academics - Percent Agree

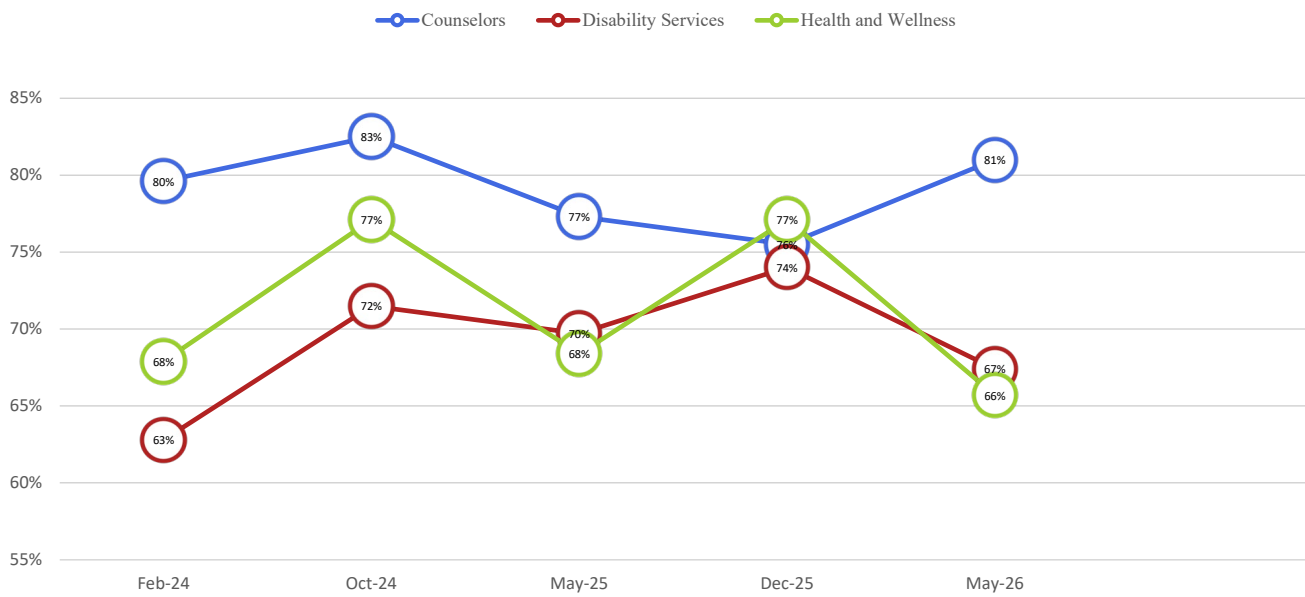
HSD/HSE Math Reading



Center Services - Percent Agree



Center Services - Percent Agree (continued)



Section 2: Summary

Center & Region: MUHLENBERG, PHILADELPHIA
 Contractor: C13000, INSIGHTS TRAINING GROUP, LLC

Survey Period: April 08 2026 - May 07 2026

Surveys Offered: 156

Number of Fully-Completed Surveys: 77

Response Rate:

Complete: 49%

Incomplete or Partially Complete: 51%

	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	70%	30%		61%	39%	
Willing to take the survey	99%	1%		98%	2%	
Center shared last SEA survey results	35%	26%	40%	46%	29%	25%

Overall Impressions						
Overall Impressions	55%	43%	2%	61%	38%	1%
Center Services						
Center Life	58%	35%	7%	62%	35%	3%
Health and Wellness	66%	28%	6%	70%	26%	5%
Disability Services	67%	25%	7%	72%	24%	5%
Counselors	81%	15%	4%	79%	18%	3%
Recreation	64%	28%	8%	73%	22%	5%
Food Services	62%	36%	2%	63%	36%	1%
Residential	47%	48%	5%	54%	42%	3%
Career Success						
Career Preparation Phase	88%	12%		87%	11%	2%
Career Readiness	74%	26%		77%	22%	0%
Academics						
Math	66%	20%	14%	77%	21%	1%
HSD/HSE	54%	42%	4%	80%	18%	1%
Career Technical Training						
Career Technical Training: Basic	82%	18%		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: MUHLENBERG, PHILADELPHIA
Contractor: C13000, INSIGHTS TRAINING GROUP, LLC

Survey Period: April 08 2026 - May 07 2026

Surveys Offered: 156

Number of Fully-Completed Surveys: 77

Response Rate:

Complete: 49%

Incomplete or Partially Complete: 51%

	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	70%	30%		61%	39%	
Willing to take the survey	99%	1%		98%	2%	
Center shared last SEA survey results	35%	26%	40%	46%	29%	25%

Overall Impressions						
Overall Impressions						
Percent of students who agreed that:						
Staff treat students fairly	40%	57%	2%	51%	48%	1%
Staff encourage students to succeed	74%	21%	5%	76%	23%	1%
Center welcomes all people	57%	40%		65%	34%	
They have not seen unfair treatment of students	39%	57%		45%	54%	
Job Corps has been a positive experience	58%	42%		64%	36%	
They would recommend Job Corps to a friend	62%	38%		66%	34%	
Weighted Average:	55%	43%	2%	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	72%	22%	6%	74%	24%	3%
The center is well organized	40%	55%	5%	51%	47%	2%
The center staff announce important information when needed	55%	42%	3%	60%	38%	1%
The buildings are in good repair	55%	40%	5%	60%	38%	1%
The facilities are clean	65%	32%	3%	66%	33%	1%
They can talk to center staff about their opinions about the center	56%	32%	12%	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:	58%	35%	7%	62%	35%	3%

Health and Wellness						
Percent of students who agreed that:						
The health and wellness staff clearly explain available health services	71%	28%	1%	73%	25%	2%
The health and wellness staff help students understand their health care needs	76%	22%	3%	72%	26%	2%
The health and wellness staff treat students with respect	78%	19%	3%	79%	20%	2%
The health and wellness staff keep students' personal health information private	84%	13%	4%	82%	15%	3%
Health services teach students to manage their health better	66%	29%	5%	70%	27%	3%
The health and wellness staff are available to students during the training day	57%	38%	5%	72%	25%	3%
Health services are available to students as needed	33%	53%	14%	47%	42%	11%
The health and wellness staff helped them get health services off center as needed	61%	27%	13%	62%	27%	10%
Weighted Average:	66%	28%	6%	70%	26%	5%

Disability Services						
Percent of students who agreed that:						
Center staff are respectful of students with disabilities	68%	20%	11%	68%	25%	8%
The percent of students who reported having received services within a month of meeting with the Center Disability Coordinator	63%	38%		70%	30%	
The percent of students who reported always or usually having accommodations available when needed	69%	31%		83%	17%	
Receiving accommodations improved their ability to participate in the Job Corps program	69%	25%	6%	79%	19%	2%
Weighted Average:	67%	25%	7%	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	90%	9%	1%	87%	12%	1%
The counselors help them plan and meet goals	81%	16%	3%	80%	17%	2%
They could ask the counselors for help	78%	19%	3%	76%	21%	3%
The counselors respond quickly	70%	23%	8%	72%	24%	4%
The counselors keep their personal information private	86%	10%	4%	83%	14%	4%
Weighted Average:	81%	15%	4%	79%	18%	3%

Recreation						
Percent of students who agreed that:						
All of the recreational staff treat students with respect	74%	18%	8%	77%	19%	4%
The recreational staff organize activities that students enjoy	59%	34%	7%	69%	25%	5%
There are recreational activities available after training hours	71%	24%	5%	79%	18%	3%
The equipment in the recreation area works and is clean	53%	37%	10%	71%	24%	6%
Non-Res: They are encouraged to participate in recreational activities				65%	22%	13%
Weighted Average:	64%	28%	8%	73%	22%	5%

Food Services						
Percent of students who agreed that:						
Cafeteria staff treat students with respect	75%	24%	1%	80%	19%	1%
The cafeteria food tastes good	36%	63%	1%	42%	57%	1%
The cafeteria has healthy meal choices	58%	41%	1%	61%	38%	1%
The cafeteria meets students' needs	70%	28%	3%	66%	30%	4%
The cafeteria is clean	86%	13%	1%	72%	27%	1%
The food in the cafeteria is well cooked and fresh	46%	53%	1%	50%	49%	1%
They get enough food	63%	34%	3%	70%	29%	1%
Weighted Average:	62%	36%	2%	63%	36%	1%

Residential						
Percent of students who are satisfied with:						
Living at the center	34%	61%	6%	49%	49%	2%
Dorm rooms	50%	50%		57%	42%	1%
The bathrooms in dorms	53%	47%		49%	50%	1%
The shared dorm space	47%	51%	1%	57%	41%	2%
The laundry rooms	38%	62%		53%	46%	1%
The Resident Advisor (RA) or dorm staff	53%	46%	1%	66%	33%	1%
The access to computers	34%	47%	19%	48%	44%	8%
The access to the internet	56%	44%		56%	43%	1%
Dorm safety	59%	40%	1%	65%	33%	1%
The study spaces available after training hours	53%	37%	10%	58%	36%	6%
Tutoring after training hours	25%	47%	28%	42%	41%	17%
Center-provided transportation	53%	41%	6%	56%	37%	6%
Dorm problems being fixed	34%	65%	1%	42%	56%	3%
The dorm clean up duties and other clean up duties are assigned to students fairly	60%	34%	6%	69%	29%	2%
The dorm is safe and does not have any health and/or safety hazards	51%	49%		44%	56%	
Weighted Average:	47%	48%	5%	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	96%	4%		92%	7%	1%
The CPP instructors care about student success	96%	4%		90%	8%	2%
The CPP classes are well-planned and organized	77%	23%		84%	15%	1%
The CPP classes have working equipment	73%	27%		87%	12%	1%
Their CPP class has helped identify the right trade	92%	8%		86%	12%	2%
The CPP class has better prepared them for a job	88%	12%		83%	14%	3%
The CPP class has better prepared them for finding a job	85%	15%		79%	17%	4%
The CPP instructors reviewed the Student Standards of Conduct with student	96%	4%		89%	9%	2%
My CPP instructor is helpful during class	92%	8%		90%	8%	1%
My CPP instructor treats students fairly	85%	15%		89%	10%	1%
Weighted Average:	88%	12%		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	42%	58%		67%	33%	
They have learned how to be professional during a job interview				85%	15%	
They have learned how to write a resume and complete an application				85%	15%	
They have learned how to manage money				78%	22%	
They have learned how to live on their own				77%	23%	
Their CTS Counselor has been helpful with their job search and in preparing them for life				78%	19%	2%
Weighted Average:	74%	26%		77%	22%	0%

	Center (%)			Nation (%)		
	Agree	Not Agree	Does not know/apply	Agree	Not Agree	Does not know/apply
Percent of students:						
Academics						
Math						
Percent of students who agreed that:						
The math teachers treat students with respect	67%	25%	8%	83%	16%	1%
The math classes are well-planned and organized	67%	17%	17%	76%	22%	1%
The math classes have working equipment (for example, computers, books, or printers).	67%	17%	17%	79%	20%	2%
The math teachers care about students learning math well	67%	17%	17%	81%	18%	2%
The math teachers clearly describe the material covered in class	58%	25%	17%	78%	20%	1%
The math teachers care about the student's success	58%	25%	17%	80%	17%	2%
The math teachers are helpful	67%	17%	17%	80%	18%	1%
The math teachers treat students fairly	67%	17%	17%	81%	18%	1%
There are no issues that makes it difficult to learn in math class	75%	25%		56%	44%	
Weighted Average:	66%	20%	14%	77%	21%	1%

HSD/HSE						
Percent of students who agreed that:						
They are making progress towards obtaining a high school diploma or equivalent	83%	17%		91%	9%	
They are satisfied with instruction	50%	50%		81%	19%	
The high school teachers treat students with respect	50%	50%		84%	15%	2%
The high school classes are well-planned and organized	50%	42%	8%	77%	21%	2%
The high school classes have enough working equipment	50%	42%	8%	80%	18%	2%
The high school teachers are able to assist with course work	42%	50%	8%	79%	19%	2%
The high school teachers care about the student's success	58%	42%		83%	15%	2%
They are gaining the required knowledge in the high school class	67%	25%	8%	82%	16%	2%
There are no issues that makes it difficult to learn in high school class	58%	42%		63%	37%	
The high school teachers are helpful	42%	58%		81%	17%	2%
The high school teacher treat students fairly	42%	50%	8%	80%	18%	2%
Weighted Average:	54%	42%	4%	80%	18%	1%

	Center (%)			Nation (%)		
Percent of students:	Agree	Not Agree	Does not know/apply	Agree	Not Agree	Does not know/apply
Career Technical Training						
Career Technical Training: Basic						
Percent of students who agreed that:						
They are satisfied with their current trade	96%	4%		94%	6%	
The trade instructors treat students with respect	88%	13%		89%	10%	1%
The trade instructors care about the student's success	88%	13%		89%	9%	1%
The trade instructors' lessons are well-planned and organized	75%	25%		83%	16%	1%
The trade classes have working equipment that is up-to-date	71%	29%		83%	16%	1%
They are learning the necessary skills in trade classes to perform a job	79%	21%		89%	10%	1%
The trade instructors are able to clearly explain each skill	83%	17%		86%	13%	1%
The trade instructors are experienced and able to assist students	88%	13%		90%	10%	1%
There are no issues that makes it difficult to learn in trade class	58%	42%		66%	34%	
Work-based learning has improved their skills and their knowledge related to their trade	90%	10%		82%	16%	2%
The trade instructors are helpful	88%	13%		88%	12%	1%
The trade instructors treat students fairly	92%	8%		86%	13%	1%
Weighted Average:	82%	18%		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.