

Section 1: Highlights

Center & Region: PENOBSCOT, BOSTON
 Survey Period: April 08 2026 - May 07 2026
 Surveys Offered: 141
 Number of Fully-Completed Surveys: 121
 Response Rate: 86%

<i>Top Three Categories</i>	<i>Lowest Three Categories</i>
Advanced Training	Residential
HSD/HSE	Overall Impressions
Counselors	Admissions

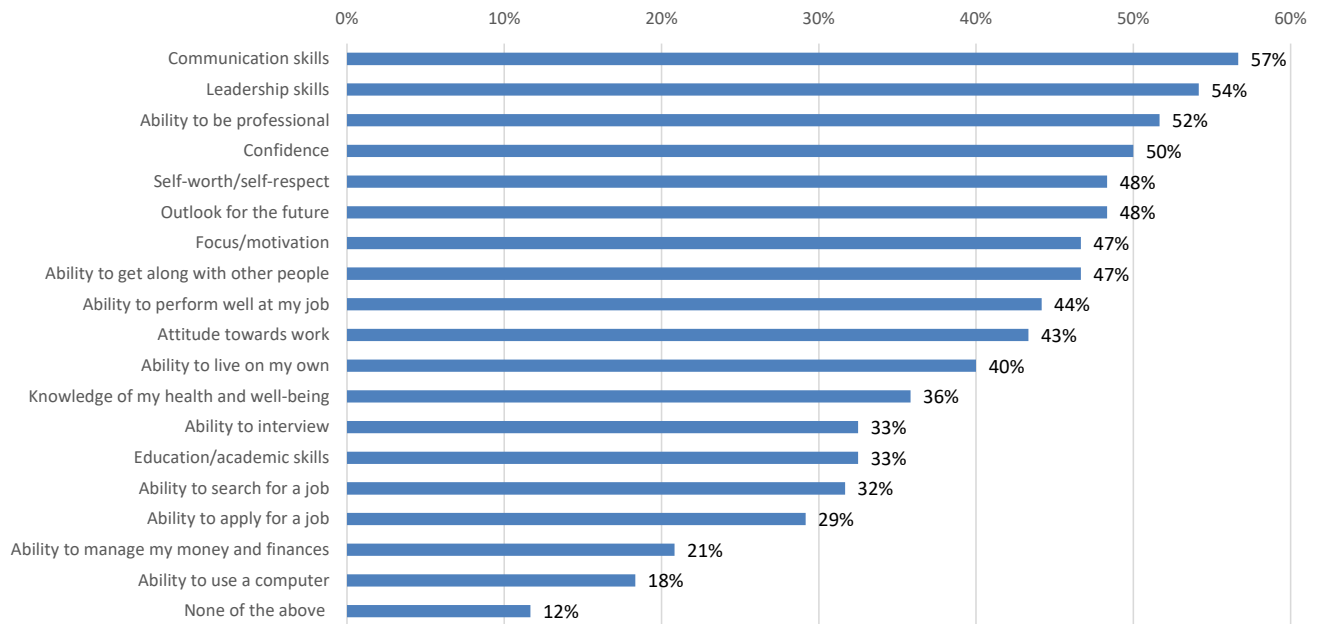
<i>Above National Average</i>	<i>Below National Average*</i>
Advanced Training	Career Preparation Phase
Disability Services	Career Technical Training: Basic
Counselors	Admissions
HSD/HSE	
Food Services	
Reading	
Center Life	

*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.

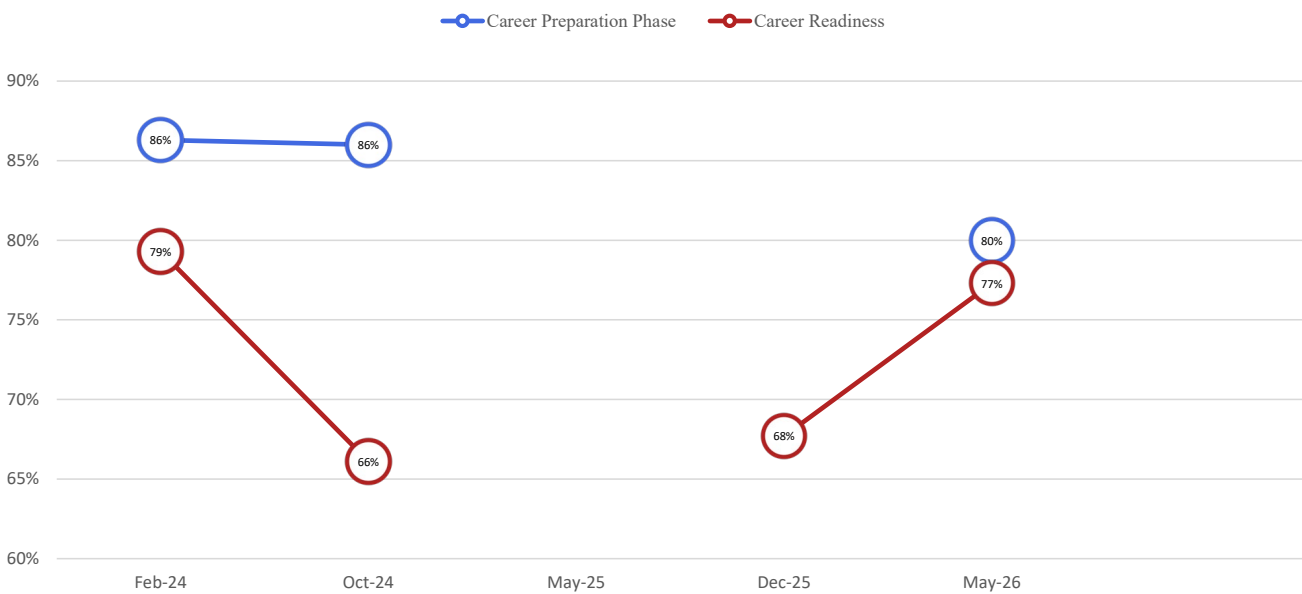
<i>Top 5 questions</i>	<i>Percent of students</i>
The Advanced Training instructors treat students with respect	100.0%
The Advanced Training instructors are experienced and able to assist students	100.0%
The Advanced Training program will improve their career options	100.0%
The Advanced Training instructors help students	100.0%
The Advanced Training instructors clearly explain each skill	95.7%

<i>Bottom 5 questions</i>	<i>Percent of students</i>
They were satisfied with the length of time it took from starting the application to arriving at center	30.0%
The laundry rooms	34.6%
Tutoring after training hours	35.5%
Dorm problems being fixed	36.4%
The access to computers	39.3%

Job Corps Improved my Skills

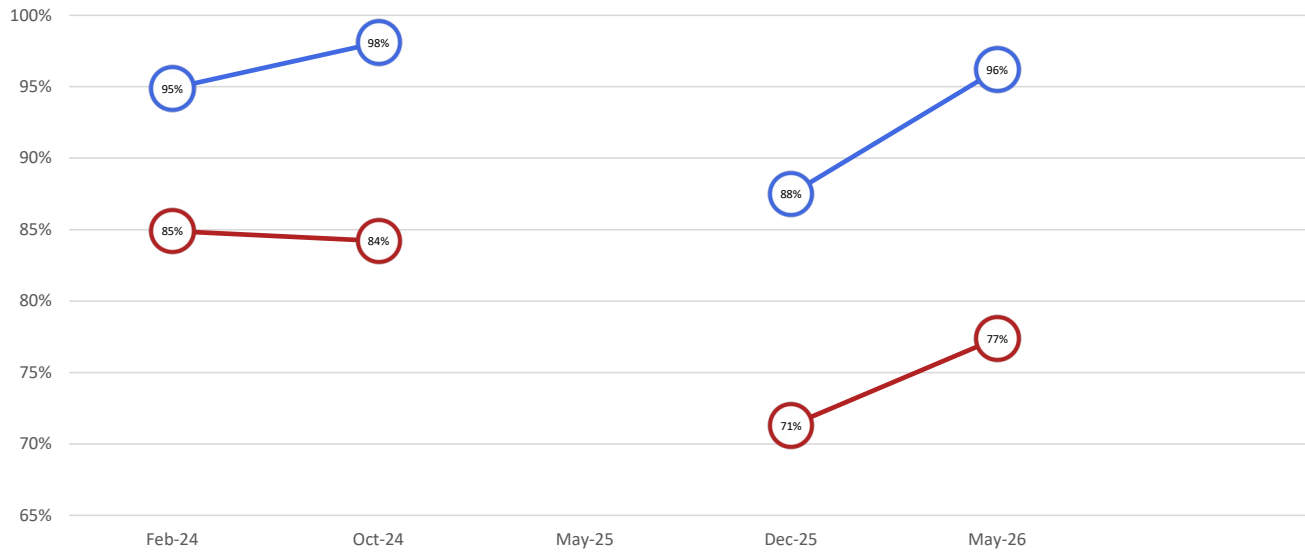


Career Success - Percent Agree



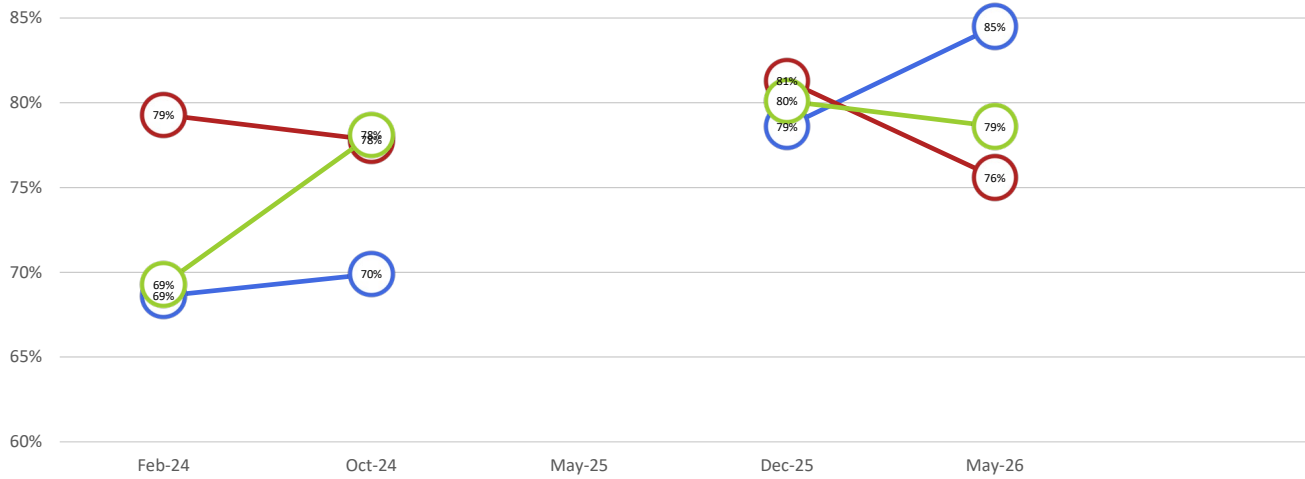
Career Technical Training - Percent Agree

Advanced Training Career Technical Training: Basic

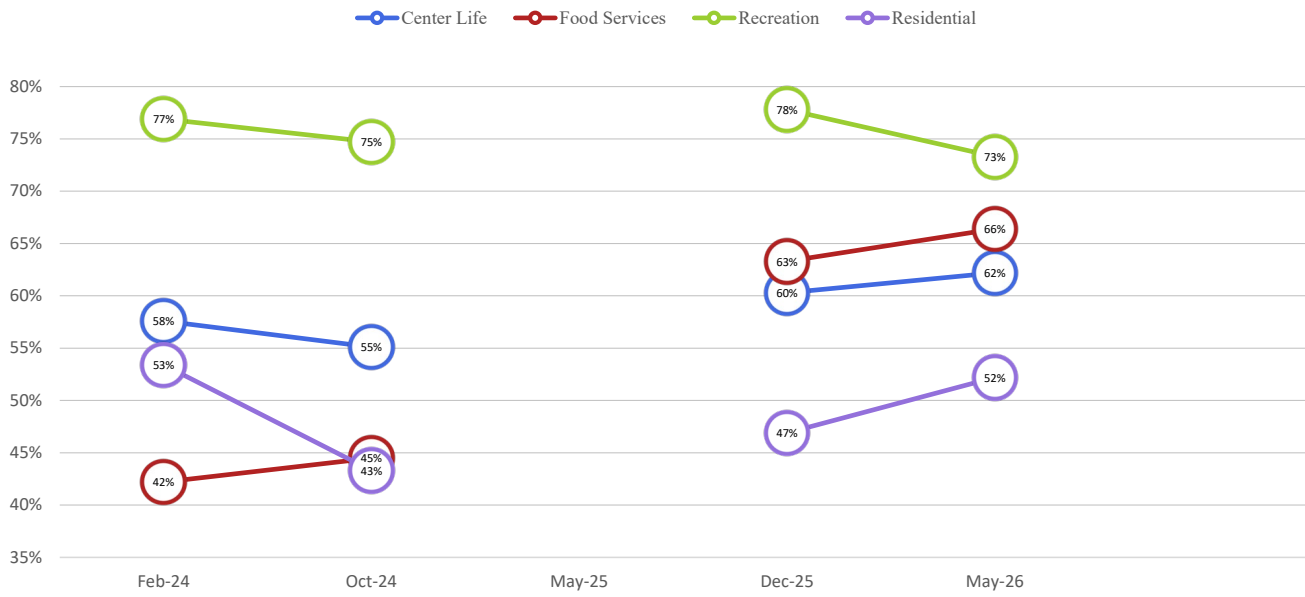


Academics - Percent Agree

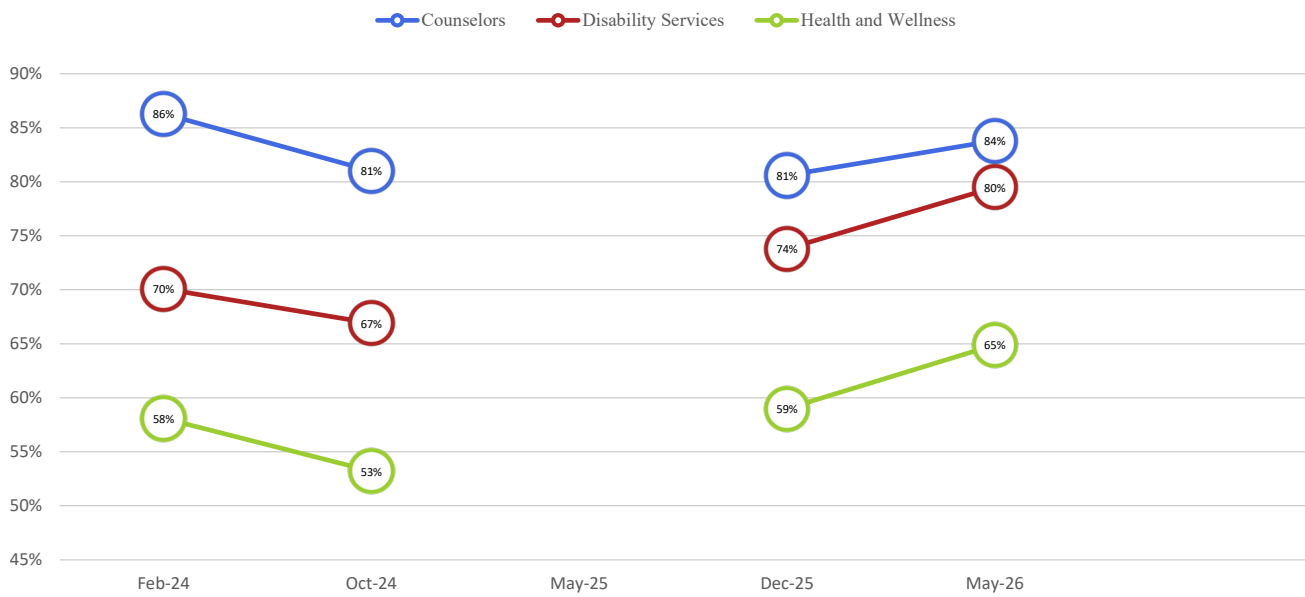
HSD/HSE Math Reading



Center Services - Percent Agree



Center Services - Percent Agree (continued)



Section 2: Summary

Center & Region: PENOBSCOT, BOSTON

Contractor: C15800, ARBOR E&T LLC.

Survey Period: April 08 2026 - May 07 2026

Surveys Offered: 141

Number of Fully-Completed Surveys: 121

Response Rate:

Complete: 86%

Incomplete or Partially Complete: 14%

	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	52%	48%		61%	39%	
Willing to take the survey	99%	1%		98%	2%	
Center shared last SEA survey results	53%	23%	24%	46%	29%	25%

Overall Impressions						
Overall Impressions	59%	40%	1%	61%	38%	1%
Admissions						
Admissions	59%	31%	10%	80%	18%	1%
Center Services						
Center Life	62%	36%	2%	62%	35%	3%
Health and Wellness	65%	29%	6%	70%	26%	5%
Disability Services	80%	19%	1%	72%	24%	5%
Counselors	84%	13%	3%	79%	18%	3%
Recreation	73%	22%	5%	73%	22%	5%
Food Services	66%	33%	1%	63%	36%	1%
Residential	52%	44%	4%	54%	42%	3%
Career Success						
Career Preparation Phase	80%	18%	2%	87%	11%	2%
Career Readiness	77%	23%		77%	22%	0%
Academics						
Reading	79%	19%	2%	77%	22%	2%
Math	76%	23%	2%	77%	21%	1%
HSD/HSE	85%	15%	0%	80%	18%	1%
Career Technical Training						
Career Technical Training: Basic	77%	22%	1%	85%	14%	1%
Advanced Training	96%	4%		79%	17%	4%

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: PENOBSCOT, BOSTON

Contractor: C15800, ARBOR E&T LLC.

Survey Period: April 08 2026 - May 07 2026

Surveys Offered: 141

Number of Fully-Completed Surveys: 121

Response Rate:

Complete: 86%

Incomplete or Partially Complete: 14%

	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	52%	48%		61%	39%	
Willing to take the survey	99%	1%		98%	2%	
Center shared last SEA survey results	53%	23%	24%	46%	29%	25%

Overall Impressions						
Overall Impressions						
Percent of students who agreed that:						
Staff treat students fairly	46%	50%	3%	51%	48%	1%
Staff encourage students to succeed	72%	27%	1%	76%	23%	1%
Center welcomes all people	68%	32%		65%	34%	
They have not seen unfair treatment of students	40%	57%		45%	54%	
Job Corps has been a positive experience	61%	39%		64%	36%	
They would recommend Job Corps to a friend	66%	34%		66%	34%	
Weighted Average:	59%	40%	1%	61%	38%	1%

	Center (%)			Nation (%)		
Percent of students:	Agree	Not Agree	Does not know/apply	Agree	Not Agree	Does not know/apply
Admissions						
Admissions						
Percent of students who agreed that:						
Enrolling in Job Corps was easy	60%	30%	10%	76%	23%	1%
The Admissions Counselors explained the Job Corps Student Conduct Policy	60%	30%	10%	86%	14%	1%
The Admissions Counselors explained what is expected of students at Job Corps	60%	30%	10%	85%	14%	1%
The Admissions Counselors were helpful when completing the Job Corps application	50%	30%	20%	80%	17%	3%
The Admissions Counselors discussed career training options	60%	30%	10%	83%	15%	2%
The Admissions Counselors placed the students in a center that had trades they wanted	60%	30%	10%	81%	18%	2%
They were satisfied with the length of time it took from starting the application to arriving at center	30%	60%	10%	72%	27%	1%
The Admissions Counselors did a great or good job explaining the program and preparing the students for life at Job Corps	90%	10%		80%	20%	
Weighted Average:	59%	31%	10%	80%	18%	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	81%	18%	1%	74%	24%	3%
The center is well organized	51%	48%	2%	51%	47%	2%
The center staff announce important information when needed	56%	43%	2%	60%	38%	1%
The buildings are in good repair	56%	43%	1%	60%	38%	1%
The facilities are clean	66%	32%	3%	66%	33%	1%
They can talk to center staff about their opinions about the center	60%	38%	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	77%	15%	8%	55%	26%	19%
Non-Res: The center provides space for students to study on center	54%	31%	15%	58%	24%	18%
Non-Res: Teachers are willing to listen to concerns	77%	23%		77%	17%	6%
Non-Res: The center has a designated staff person to address the needs of non-residential students	62%	31%	8%	62%	24%	14%
Non-Res: The center staff are helpful explaining leave policy	85%	15%		67%	23%	10%
Weighted Average:	62%	36%	2%	62%	35%	3%

Health and Wellness						
Percent of students who agreed that:						
The health and wellness staff clearly explain available health services	69%	26%	6%	73%	25%	2%
The health and wellness staff help students understand their health care needs	66%	31%	3%	72%	26%	2%
The health and wellness staff treat students with respect	76%	21%	2%	79%	20%	2%
The health and wellness staff keep students' personal health information private	76%	21%	3%	82%	15%	3%
Health services teach students to manage their health better	61%	36%	2%	70%	27%	3%
The health and wellness staff are available to students during the training day	69%	28%	3%	72%	25%	3%
Health services are available to students as needed	42%	39%	19%	47%	42%	11%
The health and wellness staff helped them get health services off center as needed	60%	28%	12%	62%	27%	10%
Weighted Average:	65%	29%	6%	70%	26%	5%

Disability Services						
Percent of students who agreed that:						
Center staff are respectful of students with disabilities	71%	27%	2%	68%	25%	8%
The percent of students who reported having received services within a month of meeting with the Center Disability Coordinator	83%	17%		70%	30%	
The percent of students who reported always or usually having accommodations available when needed	90%	10%		83%	17%	
Receiving accommodations improved their ability to participate in the Job Corps program	84%	14%	2%	79%	19%	2%
Weighted Average:	80%	19%	1%	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	91%	7%	3%	87%	12%	1%
The counselors help them plan and meet goals	83%	14%	3%	80%	17%	2%
They could ask the counselors for help	82%	17%	2%	76%	21%	3%
The counselors respond quickly	76%	19%	5%	72%	24%	4%
The counselors keep their personal information private	88%	8%	4%	83%	14%	4%
Weighted Average:	84%	13%	3%	79%	18%	3%

Recreation						
Percent of students who agreed that:						
All of the recreational staff treat students with respect	77%	21%	3%	77%	19%	4%
The recreational staff organize activities that students enjoy	68%	27%	5%	69%	25%	5%
There are recreational activities available after training hours	84%	12%	4%	79%	18%	3%
The equipment in the recreation area works and is clean	68%	27%	6%	71%	24%	6%
Non-Res: They are encouraged to participate in recreational activities	54%	31%	15%	65%	22%	13%
Weighted Average:	73%	22%	5%	73%	22%	5%

Food Services						
Percent of students who agreed that:						
Cafeteria staff treat students with respect	86%	14%		80%	19%	1%
The cafeteria food tastes good	53%	47%		42%	57%	1%
The cafeteria has healthy meal choices	56%	42%	2%	61%	38%	1%
The cafeteria meets students' needs	73%	24%	3%	66%	30%	4%
The cafeteria is clean	68%	32%		72%	27%	1%
The food in the cafeteria is well cooked and fresh	56%	43%	1%	50%	49%	1%
They get enough food	72%	28%		70%	29%	1%
Weighted Average:	66%	33%	1%	63%	36%	1%

Residential						
Percent of students who are satisfied with:						
Living at the center	51%	47%	2%	49%	49%	2%
Dorm rooms	65%	35%		57%	42%	1%
The bathrooms in dorms	56%	43%	1%	49%	50%	1%
The shared dorm space	61%	38%	1%	57%	41%	2%
The laundry rooms	35%	64%	1%	53%	46%	1%
The Resident Advisor (RA) or dorm staff	64%	36%	1%	66%	33%	1%
The access to computers	39%	51%	9%	48%	44%	8%
The access to the internet	50%	46%	4%	56%	43%	1%
Dorm safety	67%	31%	2%	65%	33%	1%
The study spaces available after training hours	66%	31%	3%	58%	36%	6%
Tutoring after training hours	36%	44%	21%	42%	41%	17%
Center-provided transportation	49%	38%	13%	56%	37%	6%
Dorm problems being fixed	36%	59%	5%	42%	56%	3%
The dorm clean up duties and other clean up duties are assigned to students fairly	65%	33%	2%	69%	29%	2%
The dorm is safe and does not have any health and/or safety hazards	42%	58%		44%	56%	
Weighted Average:	52%	44%	4%	54%	42%	3%

	Center (%)			Nation (%)		
Percent of students:	Agree	Not Agree	Does not know/apply	Agree	Not Agree	Does not know/apply
Career Success						
Career Preparation Phase						
Percent of students who agreed that:						
The CPP instructors treat students with respect	86%	14%		92%	7%	1%
The CPP instructors care about student success	76%	19%	5%	90%	8%	2%
The CPP classes are well-planned and organized	76%	24%		84%	15%	1%
The CPP classes have working equipment	86%	14%		87%	12%	1%
Their CPP class has helped identify the right trade	76%	19%	5%	86%	12%	2%
The CPP class has better prepared them for a job	76%	19%	5%	83%	14%	3%
The CPP class has better prepared them for finding a job	71%	24%	5%	79%	17%	4%
The CPP instructors reviewed the Student Standards of Conduct with student	86%	14%		89%	9%	2%
My CPP instructor is helpful during class	81%	14%	5%	90%	8%	1%
My CPP instructor treats students fairly	86%	14%		89%	10%	1%
Weighted Average:	80%	18%	2%	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	88%	13%		67%	33%	
They have learned how to be professional during a job interview	86%	14%		85%	15%	
They have learned how to write a resume and complete an application	86%	14%		85%	15%	
They have learned how to manage money	62%	38%		78%	22%	
They have learned how to live on their own	71%	29%		77%	23%	
Their CTS Counselor has been helpful with their job search and in preparing them for life	71%	29%		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	85%	13%	3%	83%	15%	1%
The reading classes are well-planned and organized	77%	23%		77%	21%	2%
The reading classes have enough working equipment	90%	10%		77%	21%	2%
The reading teachers care about students learning to read and write well	85%	13%	3%	80%	18%	2%
The reading teachers clearly describe the material covered in class	85%	13%	3%	79%	19%	2%
The reading teachers care about the student's success	82%	13%	5%	81%	17%	2%
The reading teachers are helpful	79%	15%	5%	80%	18%	1%
The reading teachers treat students fairly	77%	21%	3%	80%	18%	2%
There are no issues that makes it difficult to learn in reading class	49%	51%		55%	45%	
Weighted Average:	79%	19%	2%	77%	22%	2%

Math						
Percent of students who agreed that:						
The math teachers treat students with respect	82%	16%	2%	83%	16%	1%
The math classes are well-planned and organized	80%	20%		76%	22%	1%
The math classes have working equipment (for example, computers, books, or printers).	82%	18%		79%	20%	2%
The math teachers care about students learning math well	78%	20%	2%	81%	18%	2%
The math teachers clearly describe the material covered in class	75%	24%	2%	78%	20%	1%
The math teachers care about the student's success	78%	18%	4%	80%	17%	2%
The math teachers are helpful	75%	24%	2%	80%	18%	1%
The math teachers treat students fairly	86%	12%	2%	81%	18%	1%
There are no issues that makes it difficult to learn in math class	43%	57%		56%	44%	
Weighted Average:	76%	23%	2%	77%	21%	1%

HSD/HSE						
Percent of students who agreed that:						
They are making progress towards obtaining a high school diploma or equivalent	90%	10%		91%	9%	
They are satisfied with instruction	80%	20%		81%	19%	
The high school teachers treat students with respect	90%	10%		84%	15%	2%
The high school classes are well-planned and organized	95%	5%		77%	21%	2%
The high school classes have enough working equipment	90%	10%		80%	18%	2%
The high school teachers are able to assist with course work	95%	5%		79%	19%	2%
The high school teachers care about the student's success	90%	10%		83%	15%	2%
They are gaining the required knowledge in the high school class	80%	15%	5%	82%	16%	2%
There are no issues that makes it difficult to learn in high school class	45%	55%		63%	37%	
The high school teachers are helpful	90%	10%		81%	17%	2%
The high school teacher treat students fairly	85%	15%		80%	18%	2%
Weighted Average:	85%	15%	0%	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	91%	9%		94%	6%	
The trade instructors treat students with respect	77%	23%		89%	10%	1%
The trade instructors care about the student's success	82%	16%	2%	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	77%	23%		83%	16%	1%
They are learning the necessary skills in trade classes to perform a job	86%	14%		89%	10%	1%
The trade instructors are able to clearly explain each skill	75%	25%		86%	13%	1%
The trade instructors are experienced and able to assist students	82%	16%	2%	90%	10%	1%
There are no issues that makes it difficult to learn in trade class	43%	57%		66%	34%	
Work-based learning has improved their skills and their knowledge related to their trade	95%	5%		82%	16%	2%
The trade instructors are helpful	80%	18%	2%	88%	12%	1%
The trade instructors treat students fairly	75%	25%		86%	13%	1%
Weighted Average:	77%	22%	1%	85%	14%	1%

Advanced Training						
Percent of students who agreed that:						
The Advanced Training instructors treat students with respect	100%			81%	15%	4%
The Advanced Training classes are well-planned and organized	87%	13%		74%	22%	4%
The Advanced Training instructors clearly explain each skill	96%	4%		76%	20%	4%
The Advanced Training instructors are experienced and able to assist students	100%			83%	13%	4%
The Advanced Training courses have added to what they learned in the basic trade program	96%	4%		79%	15%	5%
The Advanced Training program will improve their career options	100%			84%	12%	4%
The Advanced Training instructors help students	100%			81%	14%	4%
The Advanced Training instructors treat students fairly	91%	9%		74%	22%	4%
Weighted Average:	96%	4%		79%	17%	4%

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.