

# Delgado

COMMUNITY COLLEGE

Employer Survey

Fall 2008



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## **Methodology**

Employers were surveyed by mail during the Fall 2008 semester.

## **Summary of Graduate Satisfaction Results**

- ✓ 58 employers responded to this survey.
- ✓ 48.3% have hired an employee affiliated with Delgado of those employers, 92.9% would continue to employ Delgado affiliated applicants.
- ✓ Compared with all employees, employers were 37.9% more satisfied with the academic preparation as it relates to specific technical job skills or tasks of Delgado affiliated employees .

## Employer Survey 2008

In the past two years have you hired anyone who attended or graduated from Delgado?		
Yes	28	48.3%
No	30	51.7%
Total	58	100.0%

Based on your current experience, would you continue to employ applicants affiliated with Delgado Community College?	Number	%
Yes	26	92.9%
No	2	0.0%
No response	0	7.1%
Total	28	100.0%

\*Table contains only responses from those who have hired Delgado students in the past two years.

In which of the following professions have you hired Delgado graduates?	Number	%
Arts, Entertainment and Recreation	0	0.0%
Business and Financial Operations	7	16.3%
Construction & Related	3	7.0%
Food Preparation and Serving Related	4	9.3%
Management	3	7.0%
Public Service	1	2.3%
Transportation and Material Moving	1	2.3%
Automotive	2	4.7%
Computer Technology	1	2.3%
Education, Training and Library	0	0.0%
Healthcare and Social Assistance	5	11.6%
Office and Administrative Support	7	16.3%
Retail Trade/Sales & Related	2	4.7%
Other	7	16.3%
Total	43	100.0%

## Employer Survey 2008

In the past two years how many employees have you hired that attended or graduated from Delgado?	Number	%
1 - 5	22	37.9%
6 - 10	3	5.2%
11 - 15	1	1.7%
More than 15	1	1.7%
No response	31	53.4%
<b>Total</b>	<b>58</b>	<b>100.0%</b>

How much of this population is employed in a job relevant to their academic major or primary training?	Number	%
None	8	13.8%
Some	8	13.8%
Most	11	19.0%
All	8	13.8%
No response	23	39.7%
<b>Total</b>	<b>58</b>	<b>100.0%</b>

Does your business offer funding or other incentives to employees to continue their formal education or training?	Number	%
Yes	11	19.0%
Yes, but only if it is specifically job related	17	29.3%
No	21	36.2%
No response	9	15.5%
<b>Total</b>	<b>58</b>	<b>100.0%</b>

## Employer Survey 2008

What is your overall impression of Delgado Community College's ability to educate and/or train prospective workers?	Number	%
Extremely Impressed	5	8.6%
Impressed	21	36.2%
Neutral	18	31.0%
Not Impressed	2	3.4%
Very Unimpressed	1	1.7%
No response	11	19.0%
Total	58	100.0%

To what extent are you, as an employer, satisfied with your employees hired from Delgado?	*Positive Responder No.	%
Overall academic preparation and/or training as it relates to current job responsibilities	20	66.7%
Academic preparation relative to general and personal relationship skills	18	60.0%
Academic preparation as it relates to specific technical job skills or tasks	16	53.3%
Specialized training as it relates to current job responsibilities	15	50.0%
Job performance and professionalism	17	56.7%

\*Those who responded Very Satisfied or Satisfied.

## Employer Survey 2008

### Employees affiliated with Delgado Community College

Position:	Beginning Salary:	Potential Salary:	Benefits Provided:
Account clerk	13.00 hr	17.50 hr	Yes
Assistant	30,000 yr	40,000	Yes
Asst Project Manager	32,500 yr	50,000 + yr	Yes
Automotive Technician		25.00 hr	Yes
Caregiver	8-9.00 hr	8-9.00 hr	No
Cook	10.00 hr	15.00 hr	Yes
Cook I	10.00 hr		Yes
Cook II	11.00 hr		Yes
Cook III	12.50 hr		Yes
Embalmer	12.00 hr	20.00 hr	Yes
Embalmer Assistant	11.00 hr	20.00 hr	Yes
Employment Specialist	9.00 hr	14.00 hr	Yes
Front Desk	9.00 hr		Yes
Front Desk	9.00 hr	12.00 hr	No
Guest Service Agent			Yes
HVAC entry level	10.-12.00 hr	25 - 35.00 hr	Yes
LOF Technician	10.00 hr	15.00 hr	Yes
Massage Therapist	15.00 hr commission	3,300 yr	Yes
Massage Therapist	15.00 hr commission	35.00 hr	Yes
Office Manager		55,000 + yr	Yes
Receptionist	12.50 hr	14.00 hr	Yes
Receptionist	9.00 hr		Yes
Receptionist	4,100 yr		Yes
Recruitment coordinator	12.00 hr	12.00 hr	No
RN	23.25 hr	34.88 hr	Yes
Service Technician	14.00 hr	25.00 hr	Yes
Service Technician	10.00 hr	16.00 hr	Yes
Staff Nurse	23.25 hr	3-5% tag	Yes

## Employer Survey 2008

### What recommendations would you make relative to the education and training by Delgado Community College for your work force?

Increase soft skills training such as office etiquette.

Massage therapist need a wide range of experiences and hands on classroom time. I believe that the minimal 500 hours of training is not enough to fully prepare new graduates for the challenge of this profession.

Customer service is very important in our retail store. Friendly faces and personable environment is great for business!

Get the work out, specific to the business or industry of what your graduates have to offer. Contact prospective employers prior to graduation to let them know you have employment candidates who are ready to work in the employers' specific businesses or industries.

Interest and aptitude assessment. Prior to enrollment - if not already scheduled.

Students don't have the best interpersonal skills. They have the technical skills to embalm and do the embalming side of the funeral business but most of the students don't have good skills at relating to others and working towards a team environment.

Better communication skills - oral and written.

More student/teacher hands-on preparation. Less computer training. More on-the-job training in the field before graduation. More customer relations skills training. Have trade shop grade performance before graduation.

The need for a variety of health care workers for an aging population. in home care and institutional care is growing - and rapidly. Also, people available for hospice! Increase emphasis on the "psychology of care-giving". I do have other ideas that may already be in the curriculum - but, maybe not! Thanks again for what you are doing. Need more men in health care.

More information on hiring graduates.

Increase hours of training; increase actual hands-on time to adequately prepare students for rigors of employment in the Spa/massage industry.

Start training students for "skilled trades". i.e. Plumbing!

Keep up the Great Work! ASSET instructors are worth their weight in GOLD! YAATC instructors are Great!

The students are prepared for bedside nursing but many lack professional communication skills

**What recommendations would you make relative to the education and training by Delgado Community College for your work force?**

1. English & Grammar skills, writing and speaking.
2. Basic Math skills must be MASTERED.
3. Personality & public speaking skills necessary.
4. Moral standards & integrity is a must.
5. Self motivation skills are an asset

Note: As an educational facility instruction is necessary beyond class work- you must train for real time job skills.

We are in the home healthcare field. We do not require CNA certifications but I see a lot of nursing school applicants who do not make it in. I believe that if DCC offered some CNA classes, if it would be very beneficial to those applicants who want a career in health care but can't make it into Charity School of Nursing. They will be better qualified and feel more confident as job seekers in this industry.

Students require more hands on skill training. They are very eager to learn after graduation but I feel would benefit them more if exposed prior to graduation.

Improve basic computer software skills: Excel, Word, Acrobat

I have tried reaching someone in Food & Beverage many times; no response. My co-workers need employees in video, simulcasting. He has the same issue; cannot reach anyone.

Basic math and English skills. Writing skills. "Speech" Skills !!!

Better office career services

Please put students in real life situations. Internship is the best way to experience all jobs.