Southeast Tech
Southeast Tech 2019 Employer Survey Results
EXECUTIVE SUMMARY

Purpose:
To inform the Sioux Falls School Board of Southeast Tech's most recent Employer Survey Results.

Every other year, Southeast Tech conducts an Employer Survey of our most recent graduates. The survey is sent to supervisors of graduates who have been placed in field or in a related field. The goal of the survey is to help Southeast Tech assure that the institute is providing career-ready graduates who are meeting the expectations of our graduate employers.

This report will provide the Board with overall Employer Survey results, which indicate that Southeast Tech graduates are meeting the needs and expectations of the regional workforce.

Administrative Recommendation to School Board:
Acknowledge the 2019 Employer Survey report.

Report Prepared by: Tracy Noldner   February 5, 2020
Presented by: Tracy Noldner

EMPLOYER SURVEY
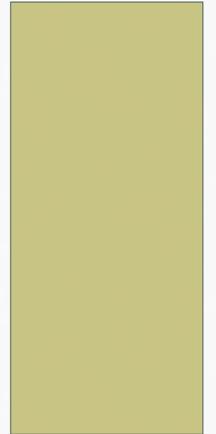
2019

SURVEY RESPONSES

- 2019: 40% return rate
- 2017: 38% return rate
- 2015: 44% return rate
- 2013: 33% return rate
- 2011: 42% return rate
- 2009: 37% return rate

Only companies with "in/related field" hires complete the survey.

KEY PERFORMANCE INDICATOR (KPI)

- Employer Satisfaction is part of Southeast's KPI
- KPI Goal (13 categories):
  - 100% of categories will average a score of 3+
  - 50% of categories will average a score of 4+
- Categories include areas such as Written Skills, Work Ethic, Safety, etc.
- Categories measure employer satisfaction tied to Southeast's student learning outcomes.

EMPLOYER SURVEY RATINGS AND SCALE

- Employers provide two ratings on each category:

  Expected Performance

  Graduate Actual Performance

- The following scale is used for each rating:

  5 – Excellent

  4 – Very Good

  3 – Satisfactory

  2 – Unsatisfactory

  1 – Unacceptable

SURVEY EXAMPLE – ORAL SKILLS
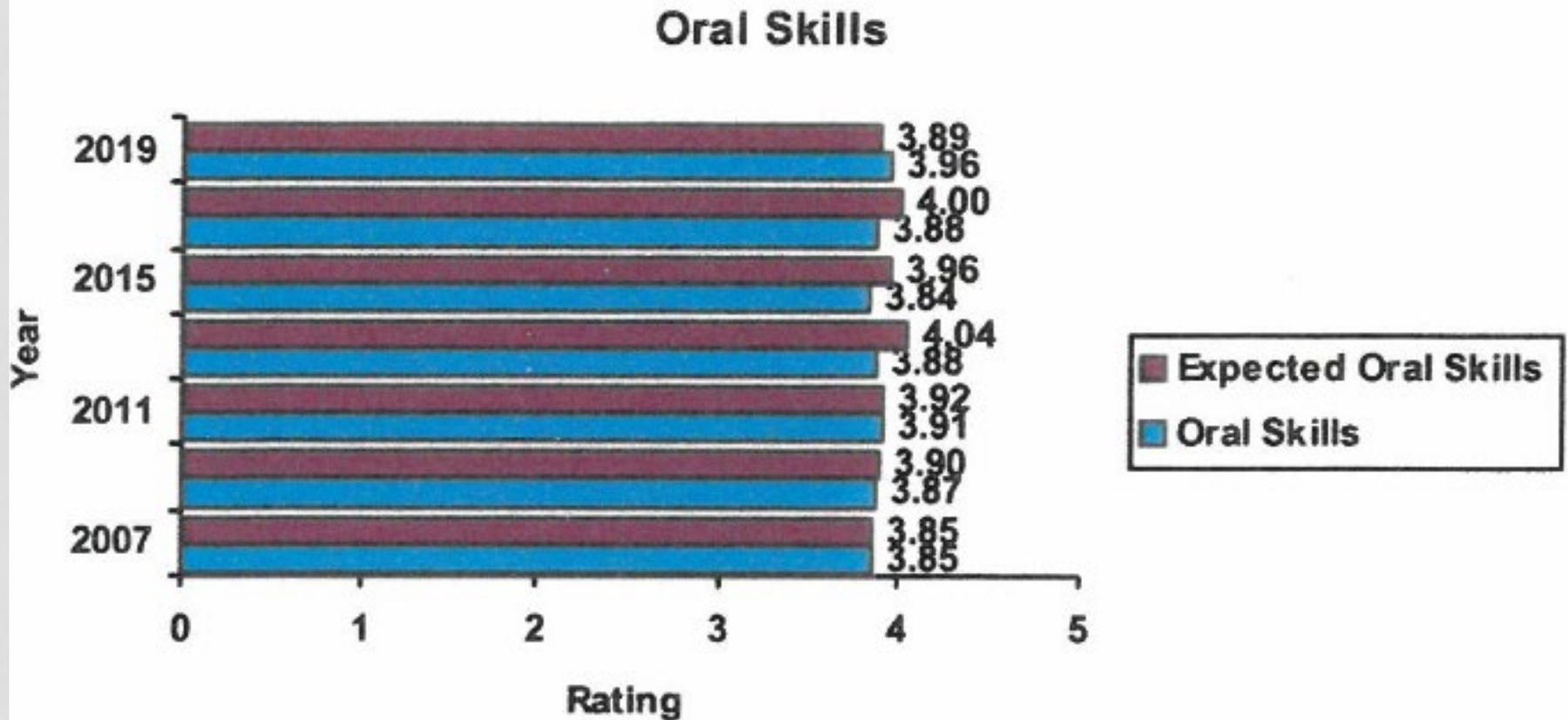
KPI RESULTS

- 2019   100% at 3+   38.5% at 4+
- 2017   100% at 3+   38.5% at 4+
- 2015   100% at 3+   38.5% at 4+
- 2013   100% at 3+   53.8% at 4+
- 2011   100% at 3+   46.2% at 4+
- 2009   100% at 3+   38.5% at 4+

EMPLOYER EXPECTATIONS

- Employer expectations of graduates were lower than in previous years.

Written Skills (-.08)

Interpersonal Skills (-.13)

Customer Service Skills (-.12)

Computer Literacy (-.12)

Work Ethic (-.21)

Equipment Familiarity (-.16)

Problem Solving Skills (-.21)

Overall Performance (-.17)

Technical Skills (-.13)

Team Skills (-.17)

Safety Knowledge (-.15)

Basic Skills (-.09)

Oral Skills (-.11)

GRADUATE PERFORMANCE IS UP…

In terms of actual graduate performance, increases from the previous year were seen in these areas:

Oral Skills (+.08)
Customer Service (+.11)
Written Skills (+.10)
Basic Skills (+.07)
Overall Performance (+.04)

AND DOWN/NO CHANGE

Decreases in:

   Equipment Familiarity (-.06)

No change in:

   Computer Literacy (-.02)
   Work Ethic (-.01)
   Problem Solving Skills (-.01)
   Technical Skills (-.01)
   Safety Knowledge (-.01)
   Team Skills (+.01)

GAP SCORE

The gap score is the difference between the actual graduate performance and the expected graduate performance (Actual – Expected)

Negative Score: employer expectations higher than graduate performance.

Positive Score: graduate performance higher than employer expectations.

Gap Score was Positive in all areas!

GAP SCORE (CONTINUED)

Gap Values 2009 to 2019:

Skill	2019	2017	2015	2013	2011	2009
Oral Skills	0.07	-0.12	-0.12	-0.16	-0.01	-0.03
Written Skills	0.03	-0.15	-0.03	-0.13	-0.04	-0.1
Customer Service	0.09	-0.14	-0.08	-0.14	-0.07	0.02
Interpersonal	0.03	-0.1	-0.06	0.01	0	0.12
Problem Solving	0	-0.2	-0.12	-0.16	0.12	-0.02
Equipment Familiarity	0.22	0.12	0.14	0.09	0.2	0.27

GAP SCORE (CONTINUED)

Gap Values 2009 to 2019:

Skill	2019	2017	2015	2013	2011	2009
Team	0.14	-0.04	-0.03	-0.07	0.05	0.13
Technical	0.17	0.05	0.07	0.01	0.06	0.16
Safety Knowledge	0.09	-0.05	-0.07	0.01	-0.02	-0.02
Computer Literacy	0.43	0.33	0.29	0.18	0.25	0.3
Basic (Math)	0.21	0.05	0.08	0.05	0.03	0.08
Work Ethic	0.1	-0.1	-0.05	-0.13	0.05	0.26
Overall Performance	0.14	-0.04	-0.03	-0.04	0.04	0.21

GAP SCORE VISUAL

Table 1R4.3 Employer Survey By Category and Gap Scores (Actual/Expected (Gap))

Category/Skills	FY11	FY13	FY15	FY17	FY19
Oral	3.91/3.92 (-.01)	3.88/4.04 (-.16)	3.84/3.96 (-.12)	3.88/4.00 (-.12)	3.96/3.89 (+.07)
Written	3.83/3.87 (-.03)	3.85/3.98 (-.13)	3.84/3.87 (-.03)	3.79/3.94 (-.15)	3.89/3.86 (+.03)
Problem Solving	3.83/3.95 (-.12)	3.81/3.97 (-.16)	3.80/3.92 (-.12)	3.83/4.03 (-.20)	3.82/3.82 (0.0)
Safety Knowledge	3.91/3.93 (-.02)	4.00/4.00 (.00)	3.88/3.95 (-.07)	3.99/4.04 (-.05)	3.98/3.89 (+.09)
Customer Service	4.07/4.14 (-.07)	4.04/4.19 (-.15)	4.01/4.09 (-.08)	3.95/4.09 (-.14)	4.06/3.97 (+.09)
Interpersonal	3.98/3.98 (.00)	4.05/4.05 (.00)	3.90/3.96 (-.06)	3.95/4.05 (-.10)	3.95/3.92 (+.03)
Equipment Familiarity	4.00/3.80 (+.02)	3.96/3.87 (+.09)	3.92/3.78 (+.14)	4.00/3.88 (+.12)	3.94/3.72 (+.22)
Team	4.11/4.06 (+.05)	4.14/4.22 (-.08)	4.06/4.09 (-.03)	4.11/4.15 (-.04)	4.12/3.98 (+.14)
Technical	3.98/3.92 (+.06)	4.00/3.99 (+.01)	3.95/3.88 (+.07)	3.98/3.93 (+.05)	3.97/3.80 (+.17)
Computer Literacy	4.13/3.88 (+.25)	4.19/4.01 (+.18)	4.17/3.88 (+.29)	4.26/3.93 (+.43)	4.24/3.81 (+.43)
Math	3.88/3.85 (+.03)	3.96/3.91 (+.05)	3.87/3.79 (+.08)	3.89/3.84 (+.05)	3.96/3.75 (+.21)
Work Ethic	4.35/4.29 (+.06)	4.26/4.39 (-.13)	4.26/4.31 (+.05)	4.30/4.40 (-.10)	4.29/4.19 (+.10)
Overall Performance	4.10/3.96 (+.14)	4.06/4.11 (-.05)	4.02/3.96 (+.06)	4.03/4.04 (-.01)	4.07/3.87 (+.20)

Target: > +.10 | -.10 to +.10 | < -.10

INSTITUTIONAL RESULTS

Southeast Tech Ratings by Employers

All above 4.00 except:

Meet Company Needs and Equipment Below 4.00

Southeast Tech	2019	2017	2015	2013	2011	2009
Meet Company Needs	3.95	4.03	4.00	3.99	3.97	3.99
Location	4.13	4.22	4.16	4.17	4.10	4.06
Instructional Quality	4.02	4.05	4.04	4.04	4.04	4.05
Equipment	3.94	3.99	3.96	3.98	4.01	3.92
Facilities	4.15	4.19	4.11	4.13	4.11	4.15
Relationship	4.06	4.22	4.16	4.12	4.18	4.16
Program Offerings	4.02	4.06	4.03	4.05	4.05	4.01
Reputation	4.13	4.24	4.21	4.16	4.22	4.23

INSTITUTIONAL RESULTS

Southeast Tech Overall Grade

2019 is the Highest Grade Received

Southeast Tech	2019	2017	2015	2013	2011	2009
Overall Grade	92.95%	92.55%	92.79%	92.70%	92.54%	92.57%

OVERALL….

- The results of the Employer Survey 2019 reaffirm Southeast's strong employer satisfaction.
- Natural variation can be attributed to some of the fluctuations; however, it does seem evident that in the FY19 survey, employers are indicating that graduates are performing at or above industry expectations.

WHAT DO WE DO NOW?

Southeast Tech will:

- Celebrate!
- Continue to monitor employer satisfaction
- Determine areas for potential improvement/focus

QUESTIONS?