The survey was sent to approximately 180 individuals and 56 completed the survey for a 31% return rate – which is an exceptional employer survey return rate. Individuals were from PET (Pre-Employment Training) contacts, Advisory Committee members, and Job and Career Fair participants.

Overall, most areas are rated as average or above average in technical skills, personal skills, and basic education.

**Technical Skills:** highest rating was work quality with 40% above average and 55% average.

**Personal Skills:** rated well in work attitude, personal initiative, and accepting responsibility; cooperation with management and co-workers; and willingness to learn. All were 95% above average or average.

**Basic Education:** highest ratings were in problem solving and oral communication skills, 91% and 93% respectively as above average or average; the lowest rating was in written communication skills, where 76% were rated as above average or average.

Ninety-eight percent said they felt welcomed and safe when they come to the BBCC campus.

The following table gives respondents’ detailed answers to open-ended questions.

<table>
<thead>
<tr>
<th>Satisfaction with courses &amp; training? Page 5</th>
<th>Based on knowledge of local industry, what training do we need that is not offered? Page 7</th>
<th>How could the college improve training for future employees? Page 9</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Young nurses are not as dedicated to the profession</td>
<td>• Pediatrics – need nurses with this training</td>
<td>• Industry alignment</td>
</tr>
<tr>
<td>• Need extended training to prepare students for a rapidly changing highly technical nature</td>
<td>• Custom training for processing facilities</td>
<td>• Enlist Agriculture Industry Experts coupled with the interests of the BBCC Board of Trustees</td>
</tr>
<tr>
<td>• Pleasure to have NAC/Nursing students at our facility</td>
<td>• Agriculture for orchards and grape industry</td>
<td>• Partner with industry</td>
</tr>
<tr>
<td>• Information Technology is needed</td>
<td>• Lineman School, Heavy Equipment Operations</td>
<td>• PLC training</td>
</tr>
<tr>
<td>• More work on grammar and composition</td>
<td>• Machinist and CNC (Computer Numerical Control) Operations</td>
<td>• Continue to develop Welding to its fullest</td>
</tr>
<tr>
<td>• Refrigerating Engineers &amp; Technicians Association (RETA) Training</td>
<td>• CDL (Commercial Driver’s License Program) is great</td>
<td>• Nursing dropout rate is too high. Students who fail out at BBCC later become successful in other programs</td>
</tr>
<tr>
<td>• Agriculture - farming and retail agronomy</td>
<td>• Agriculture, Agriculture Mechanics, Diesel Engine Repair</td>
<td>• Better people skills/customer relations</td>
</tr>
<tr>
<td>• Continue to seek input from industrial facilities</td>
<td>• Computer Science Program</td>
<td>• Nurses are well trained</td>
</tr>
<tr>
<td>• Articulation agreements with other colleges and universities</td>
<td>• Autocad, CAD (Computer-aided design) Training, Measuring or Metrology, CNC machine training, Agriculture</td>
<td>• CDL has sent great employees</td>
</tr>
<tr>
<td>• Up-to-date courses that reflect industry</td>
<td>• Electrical high voltage</td>
<td>• More evening classes</td>
</tr>
<tr>
<td></td>
<td>• Problem solving and critical thinking</td>
<td>• Improve Basic Skills Instruction</td>
</tr>
<tr>
<td></td>
<td>• Ag and farm related business</td>
<td>• Welding classes that meet manufacturing requirements</td>
</tr>
<tr>
<td></td>
<td>• Basic technical skills with improved communication and intra-personal skills</td>
<td>• More practice in a job-type setting – students don’t see the job, only the procedure, they need to see the job from start to finish in a reasonable amount of time</td>
</tr>
<tr>
<td></td>
<td>• Information technology training in Aviation Maintenance Technology</td>
<td>• More online and on the job training</td>
</tr>
<tr>
<td></td>
<td>• Work ethic, knowledge</td>
<td>• Information technology training in Aviation Maintenance Technology</td>
</tr>
<tr>
<td></td>
<td>• Computer Hardware, Cisco Networking, Data center management</td>
<td>• More hands on with test equipment and trouble-shooting used in the electrical industry</td>
</tr>
</tbody>
</table>
1. What is your overall rating of the training received by BBCC students as it pertains to their jobs in your organization? (n=47)
2. If you have previously employed or currently employ BBCC professional-technical students, please rate them in the following TECHNICAL areas:

<table>
<thead>
<tr>
<th></th>
<th>Above Average</th>
<th></th>
<th>Average</th>
<th></th>
<th>Below Average</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>n</td>
<td>Pct</td>
<td>n</td>
<td>Pct</td>
<td>n</td>
<td>Pct</td>
</tr>
<tr>
<td>Work quality</td>
<td>17</td>
<td>40%</td>
<td>23</td>
<td>55%</td>
<td>2</td>
<td>5%</td>
</tr>
<tr>
<td>Technical knowledge</td>
<td>15</td>
<td>38%</td>
<td>18</td>
<td>45%</td>
<td>7</td>
<td>18%</td>
</tr>
<tr>
<td>Operation of equipment</td>
<td>11</td>
<td>27%</td>
<td>25</td>
<td>61%</td>
<td>5</td>
<td>12%</td>
</tr>
<tr>
<td>Following instructions</td>
<td>14</td>
<td>33%</td>
<td>27</td>
<td>64%</td>
<td>1</td>
<td>2%</td>
</tr>
<tr>
<td>Knowledge of and adherence to safety rules and regulations</td>
<td>13</td>
<td>31%</td>
<td>27</td>
<td>64%</td>
<td>2</td>
<td>5%</td>
</tr>
</tbody>
</table>

3. If you have previously employed or currently employ BBCC professional-technical students, please rate them in the following PERSONAL areas:

<table>
<thead>
<tr>
<th></th>
<th>Above Average</th>
<th></th>
<th>Average</th>
<th></th>
<th>Below Average</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>n</td>
<td>Pct</td>
<td>n</td>
<td>Pct</td>
<td>n</td>
<td>Pct</td>
</tr>
<tr>
<td>Work attitude, personal initiative, and accepting responsibility</td>
<td>18</td>
<td>41%</td>
<td>24</td>
<td>55%</td>
<td>2</td>
<td>5%</td>
</tr>
<tr>
<td>Cooperation with management and co-workers</td>
<td>18</td>
<td>41%</td>
<td>24</td>
<td>55%</td>
<td>2</td>
<td>5%</td>
</tr>
<tr>
<td>Willingness to learn</td>
<td>24</td>
<td>55%</td>
<td>19</td>
<td>43%</td>
<td>1</td>
<td>2%</td>
</tr>
<tr>
<td>Customer relations</td>
<td>13</td>
<td>30%</td>
<td>27</td>
<td>63%</td>
<td>3</td>
<td>7%</td>
</tr>
</tbody>
</table>
4. If you have previously employed or currently employ BBCC professional-technical students, please rate them in the following BASIC EDUCATION areas:

<table>
<thead>
<tr>
<th></th>
<th>Above Average</th>
<th></th>
<th>Average</th>
<th></th>
<th>Below Average</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>n</td>
<td>Pct</td>
<td>n</td>
<td>Pct</td>
<td>n</td>
<td>Pct</td>
</tr>
<tr>
<td>Problem solving skills</td>
<td>13</td>
<td>30%</td>
<td>27</td>
<td>61%</td>
<td>4</td>
<td>9%</td>
</tr>
<tr>
<td>Oral communication skills</td>
<td>11</td>
<td>26%</td>
<td>29</td>
<td>67%</td>
<td>3</td>
<td>7%</td>
</tr>
<tr>
<td>Written communication skills</td>
<td>6</td>
<td>15%</td>
<td>25</td>
<td>61%</td>
<td>10</td>
<td>24%</td>
</tr>
<tr>
<td>Mathematical skills</td>
<td>7</td>
<td>19%</td>
<td>24</td>
<td>65%</td>
<td>6</td>
<td>16%</td>
</tr>
</tbody>
</table>

5. Are you satisfied with BBCC's courses and training? (n=48)

![Satisfaction Bar Chart]
5. Are you satisfied with BBCC's courses and training?

Survey Responses:

I believe some of it is generational. New young nurses are not as "dedicated" to the profession. In ways that is good as they may not burn out as easily. But they also don't have the ability to work in the face of adversity.

There could be extended training to better prepare students for the industry which is rapidly changing to a more highly technical nature.

I just want to say that it is always a pleasure to have BBCC NAC/Nursing students come to our facility. Thank you for sharing with us!

I know you are working on information technology, but it is a needed course.

The students need more work on grammar and composition.

Understanding that most people are obtaining training to secure full time employment, the area we are in is mainly seasonal based employment.

Unfortunately, I'm not sure any of our employees have graduated from BBCC's technical classes.

Need to stay more up-to-date on training of technical skills and certifications. Would like to see RETA certification offered.

There is very little available in the field of applied Agriculture (farming and retail agronomy) and BBCC sits in the heart of the Columbia Basin Irrigation project. That's a real shame.

In light of the changing scope of industrial facilities, continue to seek input from industry as to their needs. Become more responsive to those changes.

Increase inter relationship with other Community Colleges and Universities.

More up to date courses that reflect what is going on in the industry
6. Based on your knowledge of the local economy, do area employees/organizations need training currently not offered by BBCC? (n=47)
6. Based on your knowledge of the local economy, do area employees/organizations need training currently not offered by BBCC?

Survey Responses:

Stronger Peds. The hospital avoids it like a plague as there is not staff properly trained and educated. Oncology is a weak link. Always seeking nurses with this type of training/background.

Custom Training for Processing Facilities

Computer studies

OFFER AGRICULTURE COURSES THAT WOULD SUPPORT THE ORCHARD AND WINE GRAPE INDUSTRY

More Specific Trade Related Studies for example Lineman School, or Operating Heavy Equipment School.

Machinist and CNC operators

not sure, the truck driving is great, as there are always jobs for that

Heavy construction

There should be more emphasis on careers in the area of Ag, Ag mechanics, and diesel engine repair.

As a seasonal trucking organization there is very minimal opportunity for fall / winter CDL training
driveablity issues, diag skills. The type of classed offered by NAPA and CarQuest

Technical

A solid Computer Science program that covers some of the basic areas needed in today's workplace

Autocad, or Cad Training, Measuring or Metrology. CNC machine training. I know it is difficult in the area being mostly AG but it would be nice

Electrical high voltage.

Problem solving and critical thinking skills

Work with retail Ag and farm related businesses to create combo hands on & class courses

Basic technical skills combined with improved communication and intra-personal skills will go a long way toward preparing students to excel in the workplace.

AMT program should include IT training

It is hard to pin point. Work ethic, knowledge, It must be a problem when so many choose to go elsewhere esp in the Ag area.

Computer Hardware, Cisco Networking, Data center management
7. What would be the best way to offer this training? (n=65)

Survey Responses:

- online
- No opinion
- On-line instruction
- As I stated in Q6, a combo of both hand-on and class work
- A blended learning approach is offered at BBCC
- N/A
- intergrate into AMT program
8. Please describe how the college could improve training for future employees:

Survey Responses:

Since I have never taken any courses at the college it would be difficult to comment on whether or not improvements are needed. I can only speak for the level of training that the students that we have hired and how the quality level is more determined by the individual then what was taught so I would be more inclined to think that it had more to do with retention.

keep working with industry to ensure alignment

ENLIST SUPPORT OF AGRICULTURAL INDUSTRY EXPERTS COUPLED WITH INTEREST OF BBCC BOARD OF TRUSTEES

Continue to partner with industry

Maybe a little more focus on plc training.

Continue to support your welding program to its fullest.

The dropout rate for the nursing program is way too high. Please look at area programs to compare. Many of the nursing students who fail out of BBCC program go on to other programs and are very successful. The program is losing out on a lot of money due to small class size. Has anyone ever calculated the loss of tuition of one drop out in the first year? If only half the class makes it past the first quarter, then at $1,500 per term, each student is a loss of about $4,500 times 15 drop outs equals $67,000 to the remainder of the program. You don't add students, so it is all a loss. Please look into this! The students who are leaving are very successful or they would not have been allowed in.

Better people skills/customer relations

Not sure. BBCC has a great program

Unknown, most of our employees are from your nursing program and most are very well trained.

Randy Miller has done a fine job with his students that we have hired. We generally don't hire right out of school but Randy hasn't sent us a bad one.

more classes in the evening

Improve instruction in basic skills

No comment

Welding classes that meet the requirements for manufacturing facilities.

More job practice from start to finish with emphasis on on time. I find the men are not sure of how to get a vehicle in, diagéd and completed. They don't see the job only the procedure. They need to see the job from start to finish done in good time
8. Please describe how the college could improve training for future employee (continued):

Survey Responses:

Additional technical courses
More online and on the job training

more hands on experience with use of the test equipment and trouble shooting skills used in the electrical industry.

Eric and Dan do an awesome job the IT thing is all I could think of
9. Does your company participate in the PET (Pre-Employment Training) Program? (n=47)

- Yes: 19%
- No: 81%

10. Do you feel welcomed and safe when you come to the BBCC campus? (n=44)

- Yes: 98%
- No: 2%
10. Do you feel welcomed and safe when you come to the BBCC campus?

Survey Responses:

I think you do a lot with what money you have. Look into all programs dropout rates and figure out how to make students successful, not drop out.

I've only been for a couple of seminars and I have felt safe and welcome when I've been there.

I have not visited

The bbcc flight line is not as welcoming to students or prospective students as the rest of the campus.

Appreciated BBCC efforts, communication, and so forth with regard to safety at BBCC after the incident that occurred summer of 2011. Important to continue with the safety campaign.
11. Do you have any other comments on what BBCC is doing well or where we can improve?

Survey Responses:

AS INDICATED ABOVE

Continue to support existing programs which put graduates to work and/or prepare them for further education/training in a planned career pathway.

We receive more welders from BBCC weld program that can come in and pass are weld test than any of the other welding programs in this part of the state. This is a great help to us given the shortage of welders in industry.

Overall I think you do well. Community colleges are hard to attract good teachers, as the pay is not great, and many of the jobs are not full time. Love the PET program, Commercial Truck Driving, auto, aviation, instrument, electrical, and diesel programs.

I think you are working well with local high schools and trying to help those in need of funding, it's nice to see the cost stay down for tuition.

I love the college. It is right across the street from my office.

I think the PET program is a huge benefit to the community. I previously worked for local manufacturing facilities and saw an improvement in the quality of new employees that completed the program.

Randy Miller does a fine job with his program.

None

The welding program does a great job teaching students the welding skill for entry level welding positions for our company. This has come about by working with Shawn McDaniel for several year and Shawn understanding our requirements. Great Job Shawn!

Technical computer training

Your industrial electrical department is first rate, yet you need more instructors with actual on the job experience instead of using student assistants as instructors. Yes there have been budget cuts, yet over working your existing instructors causes burnout and moral problems.

Bbcc aviation has consistently provided airlines with good quality pilots who thrive in every aspect of their career at Alaska Airlines.

Due to cut backs it must be very difficult. I appreciate, not only as an employer but member of the community all that BBCC does.

We consider BBCC to be a significant asset to the local economy. We appreciate Dr. Bonaudi’s leadership and wish him well.
11. Do you have any other comments on what BBCC is doing well or where we can improve? (continued)

Survey Responses:

The welding department is a vital asset to our community. My experience with Shawn McDaniels and his students is outstanding.

We have employed several post or near graduate students and they have been among our most successful employees. Thank you.