

GEORGIA YOUTH APPRENTICESHIP PROGRAM CUSTOMER SATISFACTION SURVEY RESULTS

FY 2003-2004

The Technology/Career Education Division of the Georgia Department of Education conducted an employer satisfaction survey to determine the degree of satisfaction employers participating in the program have with the apprentices they employ and the program as a whole.

As of January 1, 2004, after receiving 919 surveys, the following statistics apply:

97.5% of employers agree that students perform at the level expected.

98.8% of employers agree that students in the program understand written instruction or materials at the level expected.

97.6% of employers agree that students in the program exhibit satisfactory communication (written/verbal) skills.

86.6% of employers agree that students in the program use math at the level expected.

78.9% of employers agree that students who participate in the program demonstrate computer skills at the level expected.

91.7% of employers agree that students who participate in the program exhibit satisfactory problem-solving skills.

87.6% of employers agree that students who participate in the program identify alternate solutions to problems.

90.1% of employers rated the program above average.

94.5% of employers agree that the program has been beneficial to their company.

99.5% of employers stated they would recommend the program to other companies.