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ABSTRACT

The Eastern Iowa Community College District (EICCD) has conducted labor market assessments in 17 occupations related to its programs. These assessments are an integral component of the EICCD program evaluation process. These assessments provide valuable information in the specific occupational areas regarding (1) characteristics of the local businesses and industries; (2) current and projected local employment needs in the occupational area; (3) required entry-level competencies of new employees; (4) continuing education needs of current employees; and (5) emerging trends in the specific occupational area. The surveys are designed for replication by other educational institutions; with minimal modification, questions unique to local needs and interests can be accommodated. Copies of the assessments for the following occupational/program areas are included in this package: drafting; sales; computer-related occupations; health-related occupations; custodial and building maintenance; radiologic technology; interior design; automotive technology; electronics; heating, ventilation, and air conditioning; auto body repair; diesel technology; farm management; feed and fertilizer marketing; secretarial/clerical; accounting; and printing.  
 (Author/KC)

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LABOR MARKET ASSESSMENTS:  
AN ESSENTIAL DATA ELEMENT FOR  
PROGRAM DEVELOPMENT AND EVALUATION

BY

JANICE N. FRIEDEL, Ph.D.

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EASTERN IOWA COMMUNITY COLLEGE DISTRICT  
OFFICE OF ACADEMIC AFFAIRS AND PLANNING

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LABOR MARKET ASSESSMENTS:  
AN ESSENTIAL DATA ELEMENT FOR  
PROGRAM DEVELOPMENT AND EVALUATION

Abstract

The EICCD has conducted labor market assessments in seventeen occupations related to its programs. These assessments are an integral component of the EICCD Program Evaluation Process. The results assist in determining the relationship of a program's student outcomes to employers' needs and provide direction to program development and revision. They also provide information upon which decisions can be made regarding program maintenance, modification, or termination. The surveys are designed for replication by other educational institutions; with minimal modification, questions unique to local needs and interests can be accommodated.

Copies of the assessments for the following occupational/program areas are included:

- |                                       |   |
|---------------------------------------|---|
| 1. drafting                           | 10. heating, ventilation and air conditioning |
| 2. sales                              | 11. auto body repair                          |
| 3. computer-related                   | 12. diesel technology                         |
| 4. health-related                     | 13. farm management                           |
| 5. custodial and building maintenance | 14. feed and fertilizer marketing             |
| 6. radiologic technology              | 15. secretarial/clerical                      |
| 7. interior design                    | 16. accounting                                |
| 8. automotive technology              | 17. printing                                  |
| 9. electronics                        |   |

LABOR MARKET ASSESSMENTS:  
AN ESSENTIAL DATA ELEMENT FOR  
PROGRAM DEVELOPMENT AND EVALUATION

INTRODUCTION

Purpose. The Eastern Iowa Community College District (EICCD) has conducted a series of labor market assessments in all occupational areas related to its program offerings. The results of these assessments have provided direction to the development and revision of competency based career preparatory programs. The results have also provided information upon which decisions have been made regarding the maintenance, modification, or termination of an existing program, or new program thrust and direction. The surveys are designed for replication by other educational institutions; with minimal modification, questions unique to local needs and interests can be accommodated.

These assessments are an integral part of The EICCD Program Evaluation and Development Process developed through funding under the Institutional Aid Program of Title III of the Higher Education Act. The survey results are an essential supplement to national and regional employment/labor data. These assessments provide valuable information in each occupational area regarding:

- The demographics of local businesses and industries.
- Current and projected local employment needs in the occupational area.

- Required entry-level competencies of new employees.
- The minimal educational level and work experience required of new employees.
- Current wages/salary data of new employees.
- Continuing education needs of current employees.
- Emerging trends in the specific occupational areas.

Since the information obtained through these assessments are used in the curriculum development and revision process, both faculty and area employers are involved in their design.

Occupational/Program Areas Assessed. Assessments have been conducted in seventeen occupational/program areas:

- |                                       |   |
|---------------------------------------|---|
| 1. drafting                           | 10. heating, ventilation and air conditioning |
| 2. sales                              | 11. auto body repair                          |
| 3. computer-related                   | 12. diesel technology                         |
| 4. health-related                     | 13. farm management                           |
| 5. custodial and building maintenance | 14. feed and fertilizer marketing             |
| 6. radiologic technology              | 15. secretarial/clerical                      |
| 7. interior design                    | 16. accounting                                |
| 8. automotive technology              | 17. printing                                  |
| 9. electronics                        |   |

### THE ASSESSMENT

Survey Development. An Assessment Task Force for each occupational area assisted in determining the specific questions to be asked and in identifying the target group from whom responses would be obtained. The task force was comprised of faculty from the program area, college administrators and employers.

One faculty member from each occupational area being assessed was designated as a research assistant. A content expert in the occupational/program field, the faculty research assistant coordinated the work of the Assessment Task Force. The research assistant wrote the first draft of the survey. The final draft was developed after consultation with District survey and research specialists.

All survey and assessment efforts were managed by the EICCD Office of Academic Affairs and Planning. These efforts include survey layout and proofreading; checking the survey format for computerized tabulation and analysis; the printing, mailing and receipting of the surveys; writing the computer program for data tabulation and analysis; interpreting the data; and, the reporting and distribution of the results.

Survey Design. As indicated earlier, there was a common core of information to be collected regarding each occupational program area. The Assessment Task Force assisted in compiling the list of competencies that may be needed by entry-level personnel to function successfully in the field. The task force also identified questions unique to the occupational field. Examples include asking the respondents their perception to such trends as:

- CAD/CAM and CIM in the drafting field.
- Computer aided design in the interior design field.

- Computerized controls and systems in residential and commercial heating and air conditioning.
- I-CAR (Iowa Collision and Repair) certification of automotive body/collision repair technicians.
- Automotive Service Excellence (ASE) certification of automotive mechanics and technicians.
- Satellite communications and microcomputer repair in the electronics field.
- The multi-disciplined medical assistant in the health occupations.

The first three assessments were conducted in the occupational/program areas of drafting, sales, and custodial and building maintenance. Each of these surveys was divided into three parts:

Section A requested information from the respondent regarding characteristics of the business or industry.

Section B listed the typical competencies needed by entry-level personnel in the occupational area. Each respondent indicated if the competency is required of new employees. The competency list also included entry level skills projected to be required of employees in the new or emerging areas of a given occupational field.

Section C requested information regarding minimum educational level and work experience required and preferred by employers, immediate and projected employment needs, special equipment and facilities



requirements of certain occupations, the emerging and perceived trends in the occupational field, the continuing education needs of existing employees, company policy regarding employee participation in continuing education and skill upgrading activities, and certification or licensing requirements of employees.

The drafting, sales, and custodial and building maintenance surveys requested the information outlined in the three sections above. Review of these results indicated that the information related to future occupational trends, specific equipment and facility needs, and certification or licensing requirements would be useful in compiling the list of proposed competencies required of entry-level employees. Thus, with the exception of the health-related occupations, all further assessments were divided into two activities:

1. An initial survey containing items listed in Sections A and C above conducted of all locally known employers in the occupational field. The data collected indicated the number of employees to be hired immediately, as well as projected employment needs. The information collected in this survey related to occupational trends would be considered in the design of items on the second survey.

2. A second survey to determine the competencies required of entry-level employees in the occupational field. The Assessment Task Force would review the results of the initial survey giving special attention to both the commonality and the diversity of the respondents, the requirements for generalized and specialized skills and knowledge, and the recent and projected changes in the occupational field. The Assessment Task Force would also examine related research, DACUM charts, and competency-based curricular materials in the occupational field. A list of competencies were compiled, and the respondents would rate each competency on three variables:

1. importance
2. frequency of use on-the-job
3. immediacy of use

This survey also provided space for the respondents to write in additional competencies they require new hires to have.

Health-Related Occupations Assessment. The assessment of the health/related occupations was another matter. The Health/Related Occupations Task Force identified a spectrum of information needs to be collected from a variety of sources. As a provider of both credit degree programs and of numerous continuing education offerings for certified/licensed professionals, it was necessary to collect information from employers

regarding their hiring needs and staff development, as well as to collect information from individuals currently holding licenses and certification in the health related occupations. Thus, a four-thrust assessment model for the health occupations was developed. Each assessment would have its own survey specific to the target population. The model consisted of four surveys, one for each of the following target populations in the EICCD service area:

1. All health-care professionals holding active licenses (excluding medical doctors and chiropractors).
2. All physicians' offices.
3. All long-term health care facilities.
4. All hospitals.

The primary purpose of the four surveys was to gather information relevant to employment trends and educational needs in the health field.

The information requested in the Health-Care Professional Survey included:

1. Respondent data regarding certification type, county of residence, age, sex, etc.
2. Current employment status data, including hourly wage information with questions on adequacy of preparation in the chosen health field.
3. Potential future employment interests, and those education/training needs essential to advancement in his/her present position. The respondents were also asked to indicate their preference regarding day of the week and time of the day for taking additional coursework.

The target population of 5,658 received a single mailing of the survey instrument; the return rate was approximately 31%.

The Physicians' Office Needs Survey was conducted only of offices/clinics of doctors of medicine and doctors of osteopathy in the EICCD service area, thus excluding dentists, chiropractors, optometrists/opticians, and psychologists. Collection of these data was also done through the mail via return of the survey. The rate of return was 30%.

The third phase of the health related occupations assessment was to conduct a survey of the long-term health care facilities in the EICCD service area. The purpose of this survey was to gather information from all of the long-term care facilities regarding characteristics of their present health personnel, certification required of employees, continuing education needs; and their projected employment needs. Collection of the data from the 44 long term care facilities in the EICCD service area was first attempted through the return of written survey to the EICCD offices. After two mailings, the 14 non-respondents were contacted via the telephone by representatives of the District Office of Academic Affairs and Planning. Thus, responses were collected from the entire population, reflecting a rate of return of 100%.

The fourth component of the health-related occupations assessment was the Hospital Needs Survey. The purpose of the survey was to obtain information regarding the size of the hospitals, number and type of personnel employed, immediate and projected personnel

needs, educational needs, and emerging trends in the health occupations field. There are 17 hospitals in the EICCD service area. The survey was mailed to the Personnel Director or the Hospital Administrator; if necessary, appropriate follow-up was directed to them. Because these 17 hospitals employ a large number of health personnel, it was determined that "extraordinary measures" would be taken for the collection of the data. Ten of the hospitals responded after two mailings of the survey. Four of the remaining 7 responded to the survey during a phone interview conducted by representatives of the EICCD Office of Academic Affairs and Planning. The remaining 3 hospitals were the largest hospitals in the EICCD service area. Appointments were scheduled to interview the Personnel Director personally. During one such interview, the personnel director visited with the District representative, but simply refused to respond. Thus, responses were obtained from 16 of the 17 hospitals, resulting in a return rate of 94%.

Because of the uniqueness and expanse of the health-related occupations, a rather extensive labor market assessment was conducted. When the results were examined and interpreted, all four assessments were examined wholistically. There were major differences reported between the long-term care facilities, physicians' offices, and the hospitals regarding their needs for Nurse's Aides, Licensed Professional Nurses, Registered Nurses, and Associate Degree Nurses. For example, the local hospitals

indicated very little need to hire Nurse's Aides and Licensed Professional Nurses; however, the long-term care facilities had a great need for Nurse's Aides and Licensed Professional Nurses projected for the next five years.

Data Collection, Tabulation, and Analysis. The collection of the data on the initial survey on the entire population of employers within a given occupational field was by written survey disseminated through the mail. Rate of returns average 30% to 100%. All surveys are formatted for tabulation and analysis utilizing the Statistical Package for the Social Sciences (SPSS).

The collection of the data requested on the second survey was by written survey. This survey deals with the competencies required of entry-level employees. It is completed by employers who on the first survey indicated hiring or projecting to hire new employees in the specific occupational field.

The competency surveys were distributed to the target population in one of a variety of ways. The most common method was by a mailing to the selected employers. A second method utilized by the EICCD was to invite the group of employers to the campus for a meeting in which the results of the first survey were explained and the second survey was distributed and completed. This process was utilized with the Heating, Ventilation, and Air Conditioning and the Automotive Technology surveys. In addition to responding to the items on the surveys, the employers were

able to discuss with the faculty and college administrators the trends emerging in the occupational field as well as those competencies required for admission to both the college and to the program. It also provided an opportunity for the employers to tour the college laboratories and to gain an interest in hiring the graduates of the program. The second surveys were also formatted for tabulation and analysis utilizing the SPSS as well.

#### USE OF THE RESULTS

The results of these assessments are providing valuable information regarding local employment needs and trends in specific occupational areas. The information garnered from these assessment efforts is used not only in determining the relationship of the program's student outcomes to employers' needs but in maintaining the viability of the program's continued offerings. The results have also provided a basis upon which decisions have been made regarding equipment acquisition and facility remodeling.

For each specific occupational area, information regarding the number of immediate and projected job openings in the occupational field is obtained, as well as the education and work experience required of the employees. This information is helpful not only to the faculty and academic leaders of the colleges in the revision of their programs, but is useful in the

job placement of program graduates. The EICCD has had a 22% increase in the number of employer initiated job openings advertised at the college for vocational technical program graduates.

The involvement of employers in both the completion of the surveys and in discussions related to the competencies required of entry-level employees fosters communication and the input of employers in the programs' design. The EICCD has experienced an increase in equipment donations to its Vocational Technical programs as a result of increased employer involvement in the definition and validation of program competencies.

The EICCD has received requests from approximately 34 colleges regarding the development and use of these labor market assessments. With minor modifications, they are being used by technical and community colleges across the United States in assessing the needs of local labor markets regarding specific occupational fields.

For copies of any of the survey instruments, or reports of the assessment results, contact:

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# EASTERN IOWA COMMUNITY COLLEGE DISTRICT

2804 Eastern Ave • Davenport Iowa 52803 • (319) 327-5015

The purpose of this survey is to assist local school districts and Eastern Iowa Community College District in gathering information about employment needs in the drafting field. Your answers will provide direction to our future programming efforts. The names of firms and businesses replying will not be released. We appreciate the time you will take to complete this survey.

## SECTION A

Please indicate a "Yes" or "No" answer to the questions in this section by placing an "X" in the appropriate column.

- |  |                             |                          |
|--|-----------------------------|--------------------------|
|  | Yes                         | No                       |
| 1. Does your firm utilize personnel who must have drafting skills? | 1. <input type="checkbox"/> | <input type="checkbox"/> |
| 2-3. If yes, how are these drafting services provided?             | 2. <input type="checkbox"/> | <input type="checkbox"/> |
| 2. By employee(s) of your firm                                     | 3. <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Through contractual services                                    |                             |                          |

If your answer to Item 1 is "No", your answers to this survey are complete. Please return the survey to us in the enclosed pre-stamped envelope. If your answer to Item 1 is "Yes", please proceed with the rest of the survey.

## SECTION B

### Drafting Functions Performed by Your Firm.

- 4-13. Please indicate the drafting fields your firm is presently involved in by placing an "X" in front of the appropriate field(s).
- |   |  |  |   |
|---|--|--|---|
| <input type="checkbox"/> 4. Mechanical    | <input type="checkbox"/> 7. Electrical | <input type="checkbox"/> 10. Structural      | <input type="checkbox"/> 13. Other: _____ |
| <input type="checkbox"/> 5. Architectural | <input type="checkbox"/> 8. Piping     | <input type="checkbox"/> 11. Instrumentation | _____                                     |
| <input type="checkbox"/> 6. Electronic    | <input type="checkbox"/> 9. Schematics | <input type="checkbox"/> 12. Civil           | _____                                     |

- 14-49. Please indicate for each professional category given below, the number of full-time and part-time employees who perform drafting functions. Indicate their entry salary range by placing an "X" in the appropriate column.

	Number of Employees		Entry level Salary Range of Full-time Employees				
	Full-time	Part-time	\$10,000 to 12,999	\$13,000 to 15,999	\$16,000 to 19,999	\$20,000 to 24,999	\$25,000+
14-18. Drafters							
19-23. Design Drafters							
24-28. Designers							
29-33. CAD Operators							
34-38. Illustrators							
39-43. Architects							
44-48. Engineers							
49. Others: Please Specify							

## SECTION C

### Only Firms Employing Personnel to Perform Drafting Functions Respond to This Section.

Directions: The following is a list of typical duties and responsibilities performed by a drafter. Please place an "X" in front of each competency your firm requires of an entry-level drafter.

#### A. Use of Drafting Instruments and Materials

- 1. Use drafting machines
- 2. Use paper, cloth or mylar
- 3. Use architectural and engineering scales
- 4. Use drafting pens
- 5. Use templates
- 6. Use lettering machines (Leroy)
- 7. Use dividers and compass
- 8. Use vernier calipers and micrometer
- 9. Use panto-graph
- 10. Use light table
- 11. Use dry transfer materials

#### B. Conduct Field Work

- 12. Take measurements
- 13. Determine site orientation
- 14. Use surveying techniques
- 15. Develop working sketches

#### C. Prepare Final Drawings

- 16. Determine type and size of medium
- 17. Determine details to be shown (isometric, auxillary)
- 18. Layout drawings
- 19. Apply basic principles and practices pertaining to drafting specialty
- 20. Select and use appropriate line weights
- 21. Draw detail views
- 22. Apply dimensions
- 23. Apply symbols
- 24. Use correct lettering techniques
- 25. Add schedules or bills of materials
- 26. Make assembly drawings (isometric)
- 27. Make perspective drawings
- 28. Make tracings

#### D. Communicate with Others

- 29. Consult with peers
- 30. Consult with clients
- 31. Consult with craftpersons and technicians
- 32. Communicate with supervising personnel
- 33. Provide verbal interpretation of drawings
- 34. Use active listening skills
- 35. Ask clarifying questions
- 36. Respond directly to questions
- 37. Use standard terminology
- 38. Exhibit professional attitudes
- 39. Show leadership ability

**E. Use Reference Materials**

- \_\_\_\_\_ 40. Follow company standards
- \_\_\_\_\_ 41. Conduct library research
- \_\_\_\_\_ 42. Use handbooks (machinist, etc.)
- \_\_\_\_\_ 43. Use manufacturer's drawings and specifications
- \_\_\_\_\_ 44. Use local, state and federal building codes and regulations
- \_\_\_\_\_ 45. Abide by military specifications
- \_\_\_\_\_ 46. Use trade publications
- \_\_\_\_\_ 47. Read blueprints
- \_\_\_\_\_ 48. Read topographical maps

**F. Make Mathematical Calculations**

- \_\_\_\_\_ 49. Use calculators
- \_\_\_\_\_ 50. Use basic mathematics
- \_\_\_\_\_ 51. Use geometry
- \_\_\_\_\_ 52. Use trigonometry
- \_\_\_\_\_ 53. Use basic principles of physics
- \_\_\_\_\_ 54. Make engineering calculations

**G. Prepare Written Documents**

- \_\_\_\_\_ 55. Develop written instructions or specifications
- \_\_\_\_\_ 56. Generate job orders or worksheets
- \_\_\_\_\_ 57. Write change orders
- \_\_\_\_\_ 58. Submit requisitions for drafting supplies
- \_\_\_\_\_ 59. Submit requisitions for services
- \_\_\_\_\_ 60. Develop inputs for contracts
- \_\_\_\_\_ 61. Prepare memos and letters

**H. Check Drawings**

- \_\_\_\_\_ 62. Check accuracy of dimensions and scale
- \_\_\_\_\_ 63. Check coordination of prints
- \_\_\_\_\_ 64. Check revisions
- \_\_\_\_\_ 65. Check for completeness
- \_\_\_\_\_ 66. Check line quality
- \_\_\_\_\_ 67. Verify compliance with standards (drafting and company)
- \_\_\_\_\_ 68. Verify compliance with building codes and regulations
- \_\_\_\_\_ 69. Check clarity of notes

**I. Reproduce Drawings**

- \_\_\_\_\_ 70. Select type of reproduction
- \_\_\_\_\_ 71. Operate copy machines
- \_\_\_\_\_ 72. Operate blueprint machine
- \_\_\_\_\_ 73. Operate reduction machine
- \_\_\_\_\_ 74. Make photographic reproductions

**J. Maintain Document Storage**

- \_\_\_\_\_ 75. File masters
- \_\_\_\_\_ 76. File media materials
- \_\_\_\_\_ 77. Retrieve media and masters
- \_\_\_\_\_ 78. Maintain file of revisions
- \_\_\_\_\_ 79. Maintain drawing log (notebook or index file)

**K. Develop Preliminary Studies and Presentations**

- \_\_\_\_\_ 80. Prepare rough sketches
- \_\_\_\_\_ 81. Prepare preliminary drawings
- \_\_\_\_\_ 82. Make models
- \_\_\_\_\_ 83. Prepare presentation drawings

**SECTION D**

Please answer the following questions by circling the number corresponding to the correct response, or by providing the requested information in the space provided.

50. How many individuals (full-time and part-time) does your firm employ?

- |          |            |            |
|----------|------------|------------|
| 1. 1-4   | 4. 20-49   | 7. 250-499 |
| 2. 5-9   | 5. 50-99   | 8. 500-999 |
| 3. 10-19 | 6. 100-249 | 9. 1000+   |

51. What is the minimum level of education required for entry-level personnel hired to do drafting in your firm?

1. High school diploma
2. One-year post-secondary diploma or certificate
3. Two-year Associate Degree in Applied Science
4. Bachelor of Science

52. What is the minimum level of drafting work experience required for an entry-level drafting position in your firm?

1. None
2. Less than one year
3. One to less than two years
4. Two to less than four years
4. Four years or more

53. Do you presently require entry-level personnel to have education and/or experience with Computer Aided Drafting/Design (CAD/D)?

1. Yes
2. No

54-61. Please indicate your immediate and projected drafting personnel needs (both manual and computer drafting) by writing the number of new hires in the appropriate column. If staff reductions are anticipated, please indicate with a negative number.

	Manual	Computer
54-55. Immediate job openings	_____	_____
56-57. Anticipated job openings between now and December 31, 1985	_____	_____
58-59. Anticipated job openings in 1986	_____	_____
60-61. Anticipated job openings in 1987	_____	_____

62. Are you currently using CAD/D equipment or software?

1. Yes

63. Hardware used: \_\_\_\_\_

64. Software used: \_\_\_\_\_

▶ 65-68. How did your current personnel receive training on this equipment and/or software? (Circle all that apply)

65. Technicians with these skills were hired
66. On-the-job training
67. In-house training seminars/classes
68. External training seminars/classes

2. No

▶ 69. When are you planning to implement CAD/D in your firm?

1. Our firm presently has no plans to use CAD/D
2. Between now and December 31, 1985
3. During 1986
4. During 1987
5. 1988 and beyond

70-75. If you are planning on using or expanding your use of CAD/D, what methods of training will you be implementing? (Circle all that apply).

70. Technicians with CAD/D skills will be hired
71. On-the-job training
72. In-house seminars
73. External seminars/classes
74. Undecided
75. Not applicable

76. What do you perceive as the emerging trends in the drafting occupational area?

Optional: Name and title of person completing this survey. \_\_\_\_\_

Thank you for completing this survey. Please return this survey in the enclosed pre-stamped and self-addressed envelope.



# EASTERN IOWA COMMUNITY COLLEGE DISTRICT

2804 Eastern Ave. • Des Moines, Iowa 50263 • (319) 322-5015

The purpose of this survey is to assist local school districts and Eastern Iowa Community College District in gathering information about employment needs in the sales field. Your answers will provide direction to our future programming efforts. The names of firms and businesses replying will not be released. We appreciate the time you will take to complete this survey.

**NOTE:** This survey should be completed by the individual responsible for coordinating the sales functions of your business or industry.

## SECTION A

PLEASE INDICATE YOUR ANSWER TO EACH OF THE FOLLOWING QUESTIONS BY CIRCLING THE NUMBER CORRESPONDING TO THE CORRECT RESPONSE.

1. Please select the type of sales your firm is principally engaged in from the following list.
  1. Technical (agricultural and industrial)
  2. Retail (ex: Food marketing, fashion merchandising, etc.)
  3. Telemarketing
  4. Service (ex: Real estate, banking, securities, hotel/motel, insurance, etc.)
2. What is the total number of employees in your business or industry?
  1. 1-4
  2. 5-9
  3. 10-19
  4. 20-49
  5. 50-99
  6. 100-149
  7. 250-499
  8. 500-999
  9. 1000+
3. What is the total number of sales personnel in your business or industry?
  1. 1-4
  2. 5-9
  3. 10-19
  4. 20-49
  5. 50-99
  6. 100-249
  7. 250-499
  8. 500-999
  9. 1000+
4. How are your sales personnel compensated?
  1. Hourly wage
  2. Salary
  3. Commission
  4. Hourly wage plus commission
  5. Salary plus commission
5. What is the expected yearly compensation paid by your firm for a full-time entry-level sales employee?
  1. Less than \$7,000/year
  2. \$7,000 - \$9,999/year
  3. \$10,000 - \$14,999/year
  4. \$15,000 - \$19,999/year
  5. \$20,000 and up
6. What is the minimum educational level you normally require of a newly hired sales employee?
  1. Less than high school completion
  2. High school completion
  3. Post-secondary attendance
  4. Associate Degree
  5. Bachelors degree
  6. Post Bachelor's coursework
7. How much previous sales work experience do you normally require of a newly hired sales employee?
  1. None
  2. Less than one year
  3. One to two years
  4. More than two years
8. Are any licenses or certifications required of your sales force?
  1. Yes
  2. No

If yes, please list the specific licenses required.

\_\_\_\_\_

\_\_\_\_\_

## SECTION B

## EMPLOYMENT QUALITIES AND SALES COMPETENCIES

**Directions:** Please indicate the importance of the following sales skills and attributes to newly hired sales personnel in your firm by circling the number corresponding to your choice:

1. No Importance
2. Limited Importance
3. Important
4. Very Important
5. Extremely Important

### A. Personal Characteristics

- |  |   |   |   |   |   |
|--|---|---|---|---|---|
| 1. Arrive for work and appointments on time.   | 1 | 2 | 3 | 4 | 5 |
| 2. Show enthusiasm for the tasks to be performed.  | 1 | 2 | 3 | 4 | 5 |
| 3. Have a personal appearance appropriate for the job.                                   | 1 | 2 | 3 | 4 | 5 |
| 4. Show tact in relationships with others.   | 1 | 2 | 3 | 4 | 5 |
| 5. Show initiative to perform beyond normal expectations                                 | 1 | 2 | 3 | 4 | 5 |
| 6. Display social skills and conduct acceptable to fellow workers.                       | 1 | 2 | 3 | 4 | 5 |
| 7. Communicate effectively with others.  | 1 | 2 | 3 | 4 | 5 |
| 8. React constructively to conflict situations with customers/clients or other employees | 1 | 2 | 3 | 4 | 5 |
| 9. Create a positive first impression when meeting others.                               | 1 | 2 | 3 | 4 | 5 |
| 10. Adapt to many varying types of personality styles when communicating.                | 1 | 2 | 3 | 4 | 5 |
| 11. Cope with change and new procedures on the job.                                      | 1 | 2 | 3 | 4 | 5 |
| 12. Perform basic mathematical skills.   | 1 | 2 | 3 | 4 | 5 |
| 13. Understand nonverbal communication.  | 1 | 2 | 3 | 4 | 5 |

### B. Sales Techniques

- |   |   |   |   |   |   |
|---|---|---|---|---|---|
| 14. Ability to prepare for the sale                                     | 1 | 2 | 3 | 4 | 5 |
| 15. Knowledgeable of effective sales approaches                         | 1 | 2 | 3 | 4 | 5 |
| 16. Ability to make demonstrations and presentations to the customer(s) | 1 | 2 | 3 | 4 | 5 |
| 17. Ability to overcome objections                                      | 1 | 2 | 3 | 4 | 5 |
| 18. Ability to "close" the sale   | 1 | 2 | 3 | 4 | 5 |
| 19. Need for the salesperson to provide customer followup               | 1 | 2 | 3 | 4 | 5 |
| 20. Need for the salesperson to provide product service after the sale  | 1 | 2 | 3 | 4 | 5 |
| 21. Ability to handle dissatisfied customers and product complaints     | 1 | 2 | 3 | 4 | 5 |

C. Prospecting		
22.	Salesperson needs to do customer prospecting	1 2 3 4 5
23.	Ability to phone canvas	1 2 3 4 5
24.	Ability to make personal "cold calls"	1 2 3 4 5
25.	Ability to prospect repeat customers	1 2 3 4 5
26.	Ability to create effective advertisements	1 2 3 4 5
27.	Ability to design and set up displays	1 2 3 4 5
28.	Ability to "qualify" the buyer	1 2 3 4 5
D. Routing		
29.	Ability to determine the most efficient sales and delivery route(s)	1 2 3 4 5
E. Telephone Techniques		
30.	Ability to operate phone system(s)	1 2 3 4 5
31.	Ability to use phone reference material	1 2 3 4 5
32.	Ability to converse courteously and effectively over the phone with customers	1 2 3 4 5
F. Technical Knowledge		
33.	Knowledge of product features	1 2 3 4 5
34.	Knowledge of product benefits	1 2 3 4 5
35.	Knowledge of the competition	1 2 3 4 5
36.	Knowledge of product legal and ethical requirements	1 2 3 4 5
37.	Ability to interpret and express abstract, technical, and/or legal concepts.	1 2 3 4 5
38.	Ability to express oneself orally or in written form	1 2 3 4 5
G. Other Sales-Environment Skills		
39.	Proving cash	1 2 3 4 5
40.	Performing cashier functions	1 2 3 4 5
41.	Determining discounts, markups, taxes, etc.	1 2 3 4 5
42.	Inventory control	1 2 3 4 5
43-45.	Machine operation:	
43.	Cash register	1 2 3 4 5
44.	Calculator	1 2 3 4 5
45.	Computer equipment	1 2 3 4 5
H. Time Management Skills		
46.	Ability to use time to the best advantage of the company	1 2 3 4 5
47.	Individually self-directed in using time effectively and efficiently	1 2 3 4 5
48.	Ability to use time to contact the maximum number of potential clients per day	1 2 3 4 5

# SECTION C

PLEASE ANSWER THE FOLLOWING QUESTIONS BY PROVIDING THE REQUESTED INFORMATION OR BY CIRCLING THE NUMBER CORRESPONDING TO THE CORRECT RESPONSE.

1-16. What are the employment projections for sales personnel in your business or institution? Please indicate your immediate and projected fulltime and parttime personnel needs by writing the number in the appropriate column. If staff reductions are anticipated please indicate with a negative number.

	Full-time	Part-time
1-4. Immediate job openings	_____	_____
5-8. Anticipated job openings between now and December 31, 1985	_____	_____
9-12. Anticipated job openings in 1986	_____	_____
13-16. Anticipated job openings in 1987	_____	_____

17. What is your firm's current projected annual sales volume?

1. 1-9% increase
2. 10-19% increase
3. 20% or more increase
4. Decrease
5. No change

18. How do you presently train employees?

1. On-the-Job Training
2. In-house training seminars and workshops
3. External training seminars and workshops
4. External school classes
5. No training provided
6. Other (Please specify): \_\_\_\_\_

19. How do you update your present sales force's knowledge and skills?

1. On-the-Job Training
2. In-house training seminars and workshops
3. External training seminars and workshops
4. External school classes
5. No update provided
6. Other (Please specify): \_\_\_\_\_

20. How can your lower earning employees grow to the level of the higher earning employees?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

21. Would your firm be interested in receiving feedback on the results of this survey?

1. Yes
2. No

22. Would your firm be interested in learning more about present training programs available for your sales personnel? (Check one)

1. Yes
2. No

Name and Title of person to receive survey results and program information:

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Thank you for completing this survey. Please return this survey in the enclosed pre-stamped and addressed envelope.



# EASTERN IOWA COMMUNITY COLLEGE DISTRICT

2804 Eastern Ave • Davenport, Iowa 52803 • (319) 322-5015

The purpose of this survey is to assist local school districts and Eastern Iowa Community College District in gathering information about employment needs in the computer related field. Your answers will provide direction to our future programming efforts. The names of firms and businesses replying will not be released. We appreciate the time you will take to complete this survey.

Directions: Answer each item by either marking an "X" in the appropriate parenthesis ( ) or by listing information requested.

## SECTION A

### EVERYONE ANSWER THIS SECTION.

1. Type of Firm: (Check one)

- BANKING ( ) (1)
- EDUCATION ( ) (2)
- GOVERNMENT ( ) (3)
- HEALTH ( ) (4)
- INSURANCE ( ) (5)
- MANUFACTURING ( ) (6)
- PUBLIC ACCOUNTING ( ) (7)
- REAL ESTATE ( ) (8)
- TRANSPORTATION ( ) (9)
- WHOLESALE/RETAIL ( ) (10)
- UTILITY ( ) (11)
- OTHER ( ) (12)

2. Number of Employees in Your Firm:

- 1 - 4 ( ) (13)
- 5 - 9 ( ) (14)
- 10 - 19 ( ) (15)
- 20 - 49 ( ) (16)
- 50 - 99 ( ) (17)
- 100 - 249 ( ) (18)
- 250 - 499 ( ) (19)
- 500 - 999 ( ) (20)
- 1000 Or More ( ) (21)

## SECTION B

### ALL FIRMS UTILIZING MICROCOMPUTERS ANSWER THIS SECTION.

3. Who are the primary microcomputer users in your firm? (Check all that apply.)

- A. SECRETARY ( ) (22)
- B. CLERK ( ) (23)
- C. BOOKKEEPER ( ) (24)
- D. ACCOUNTANT ( ) (25)
- E. MANAGEMENT ( ) (26)
- F. OTHER ( ) (27)

4. What microcomputer training activities does your firm have planned or currently operating? (Check all those that apply.)

- A. ON-THE-JOB TRAINING ( ) (28)
- B. EXTERNAL CLASSES/WORKSHOPS ( ) (29)
- C. COMPUTER-BASED INSTRUCTION ( ) (30)
- D. INTERNAL CLASSES/WORKSHOPS ( ) (31)
- E. OTHER \_\_\_\_\_ ( ) (32)

5. What are your microcomputer training needs? (Check the appropriate column.)

	NO NEED	NEED	STRONG NEED	
A. HARDWARE/EQUIPMENT USE	( )	( )	( )	(33)
B. OPERATING SYSTEM	( )	( )	( )	(34)
C. BASIC COMPUTING CONCEPTS AND TERMINOLOGY	( )	( )	( )	(35)
D. APPLICATIONS SOFTWARE (INVENTORY, PAYROLL, ETC.)	( )	( )	( )	(36)
E. WORDPROCESSING	( )	( )	( )	(37)
F. SPREADSHEET	( )	( )	( )	(38)
G. DATA BASE MANAGEMENT	( )	( )	( )	(39)
H. PROJECT MANAGEMENT	( )	( )	( )	(40)
I. KEYBOARDING	( )	( )	( )	(41)
J. GRAPHICS	( )	( )	( )	(42)
K. NETWORKING	( )	( )	( )	(43)
L. BASIC	( )	( )	( )	(44)
M. C	( )	( )	( )	(45)
N. OTHER _____	( )	( )	( )	(46)

6. Courses to meet these needs should be offered: (Check all that apply.)

- A. DAYS ( ) (47)  
 B. EVENINGS ( ) (48)  
 C. OTHER \_\_\_\_\_ ( ) (49)

7. Should these courses be offered for College Credit? Check one.)

- YES ( ) (50)  
 NO ( )  
 NO PREFERENCE ( )

8. How many of your staff use microcomputers? \_\_\_\_\_ (51)

How many will use microcomputers in 1 year? \_\_\_\_\_ 2 years? \_\_\_\_\_ 5 years? \_\_\_\_\_  
 (52) (53) (54)

9. Spreadsheet software used:

	NOT USED	SELDOM USED	USED	STRONG USE	
A. LOTUS 1-2-3	( )	( )	( )	( )	(55)
B. SUPERCALC	( )	( )	( )	( )	(56)
C. MULTIPLAN	( )	( )	( )	( )	(57)
D. VISICALC	( )	( )	( )	( )	(58)
E. OTHER _____	( )	( )	( )	( )	(59)

10. Wordprocessing systems used:

	NOT USED	SELDOM USED	USED	STRONG USE	
A. WORDSTAR	( )	( )	( )	( )	(60)
B. WORDPERFECT	( )	( )	( )	( )	(61)
C. MULTIMATE	( )	( )	( )	( )	(62)
D. MICROSOFT WORD	( )	( )	( )	( )	(63)
C. PFS:WRITE	( )	( )	( )	( )	(64)
D. OTHER _____	( )	( )	( )	( )	(65)

11. Data Base Management systems used:	NOT USED	SELDOM USED	USED	STRONG USE	
A. dBASE II	( )	( )	( )	( )	(66)
B. dBASE III	( )	( )	( )	( )	(67)
C. R:BASE 4000	( )	( )	( )	( )	(68)
D. PFS:FILE	( )	( )	( )	( )	(69)
E. REVELATION	( )	( )	( )	( )	(70)
F. OTHER _____	( )	( )	( )	( )	(71)

12. Other software used:	SELDOM USED	USED	STRONG USE
A. _____	( )	( )	( )
B. _____	( )	( )	( )
C. _____	( )	( )	( )
D. _____	( )	( )	( )

13. Microcomputers:		NUMBER INSTALLED	NUMBER PLANNED TO INSTALL	OPERATING SYSTEM (DOS, CP/M, etc.)
VENDOR	MODEL/TYPE	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____

## SECTION C

**ALL FIRMS UTILIZING MAINFRAMES OR MINICOMPUTERS ANSWER THESE QUESTIONS.**

14. What are your current training needs for Data Processing employees? (Check the appropriate column.)	NO NEED	NEED	STRONG NEED	
A. TERMINAL USE	( )	( )	( )	(1)
B. BASIC COMPUTER CONCEPTS AND TERMINOLOGY	( )	( )	( )	(2)
C. DATA BASE MANAGEMENT	( )	( )	( )	(3)
D. DATA COMMUNICATIONS	( )	( )	( )	(4)
E. MANAGEMENT INFORMATION SYSTEMS	( )	( )	( )	(5)
F. OPERATING SYSTEMS	( )	( )	( )	(6)
F. NETWORKING	( )	( )	( )	(7)
G. COMPUTER OPERATIONS	( )	( )	( )	(8)
H. PROGRAMMING LANGUAGES	( )	( )	( )	(9)
I. INTERACTIVE/ONLINE PROGRAMMING	( )	( )	( )	(10)
J. OTHER _____	( )	( )	( )	(11)

15. Programming Languages Used:	NOT USED	SELDOM USED	USED	STRONG USE	
A. COBOL	( )	( )	( )	( )	(12)
B. RPG II OR III	( )	( )	( )	( )	(13)
C. BAL	( )	( )	( )	( )	(14)
D. FORTRAN	( )	( )	( )	( )	(15)
E. PL/1	( )	( )	( )	( )	(16)
F. OTHER _____	( )	( )	( )	( )	(17)
G. OTHER _____	( )	( )	( )	( )	(18)

16. Data Base Management System Used:					
A. DB2	( )	( )	( )	( )	(19)
B. TOTAL	( )	( )	( )	( )	(20)
C. IMS	( )	( )	( )	( )	(21)
D. SQL	( )	( )	( )	( )	(22)
E. OTH' _____	( )	( )	( )	( )	(23)

17. Data Communications Systems Used:	NOT USED	SELDOM USED	USED	STRONG USE	
A. CICS	( )	( )	( )	( )	(24)
B. ENVIRON1	( )	( )	( )	( )	(25)
C. OTHER _____	( )	( )	( )	( )	(26)

18. Mainframes/Minicomputers		NUMBER INSTALLED	NUMBER PLANNED TO INSTALL	OPERATING SYSTEM
VENDOR	MODEL/TYPE			
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____

19. TERMINALS		NUMBER INSTALLED	NUMBER PLANNED TO INSTALL
VENDOR	MODEL/TYPE		
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

20. Please provide the following personnel information from the choices given regarding computer users in your firm by placing an "X" in the appropriate parenthesis ( ). Also, indicate the number of current and future openings that you will have for each job classification by placing a number (s) in the space provided \_\_\_\_.

<u>EDUCATION LEVEL</u>	<u>HIRING SOURCE</u>	<u>ENTRY-LEVEL SALARY</u>
1 = HIGH SCHOOL DIPLOMA	1 = WITHIN DATA PROCESSING	1 = \$ 9999 OR LESS
POST-SECONDARY	2 = WITHIN COMPANY	2 = 10000 - 12999
2 = CERTIFICATE (6 MO.)	3 = EMPLOYMENT AGENCY	3 = 13000 - 15999
3 = ASSOCIATES DEGREE (2 YR.)	4 = COMMUNITY COLLEGE	4 = 16000 - 19999
4 = BACHELORS DEGREE (4 YR.)	5 = FOUR YEAR COLLEGE	5 = 20000 - 24999
5 = MASTERS DEGREE	6 = OTHER	6 = \$ 25000 AND OVER

	MINIMUM EDUCATION LEVEL	PRIMARY HIRING SOURCE	SALARY RANGE	NUMBER OF PRESENT OPENINGS	NUMBER OF 1986 OPENINGS	
DATA ENTRY	( )	( )	( )	_____	_____	(27)
COMPUTER OPERATOR	( )	( )	( )	_____	_____	(32)
BUSINESS PROGRAMMER	( )	( )	( )	_____	_____	(37)
PROGRAMMER ANALYST	( )	( )	( )	_____	_____	(42)
SYSTEMS ANALYST	( )	( )	( )	_____	_____	(47)
SYSTEMS PROGRAMMER	( )	( )	( )	_____	_____	(52)
OTHER _____	( )	( )	( )	_____	_____	(57)

21. If you have hired Eastern Iowa Community College District (EICCD) graduates, please indicate the direction EICCD should take in making changes to existing Data Processing program requirements.

(Check one per column.)	EMPHASIS		NO CHANGE	
	MORE	LESS		
ACCOUNTING	( )	( )	( )	(62)
MATHEMATICS	( )	( )	( )	(63)
COMMUNICATIONS SKILLS	( )	( )	( )	(64)
HUMAN RELATIONS SKILLS	( )	( )	( )	(65)





## HEALTH OCCUPATIONS SURVEY

The purpose of this survey is to assist the Eastern Iowa Community College District in gathering information about employment trends and educational needs in the health field. Your answers will provide direction to our future programming efforts. **ALL RESPONSES ARE ANONYMOUS.** We appreciate the time you will take to complete this survey.

**PERSONAL DATA** Please answer the following questions by circling the number corresponding to the correct response, or by providing the requested information in the space provide.

### SECTION A

1. What kind of certification do you have? (1-2)
  1. LPN
  2. RN
  3. EMT-A
  4. EMT-I
  5. EMT-II
  6. EMT-P
  7. Nursing Home Administrator
  8. Nursing Department Head
  9. Medical Lab Technician (MLT)
  10. Radiological Technician (RT)
  11. Surgical Technician (ST)
  12. Other (please specify) \_\_\_\_\_
2. If you are an RN or LPN, are you planning to go "inactive" before December 31, 1986? (3)
  1. Yes
  2. No
  3. I am not an RN or LPN
3. How many years has it been since you were first licensed/certified in your field? (4)
  1. Less than 2
  2. 2-5
  3. 6-10
  4. 11-15 \_\_\_\_\_
  5. 16-20
  6. More than 20
4. What county do you live in? (5)
 

1. Scott, IA	2. Clinton, IA
3. Cedar, IA	4. Louisa, IA
5. Muscatine, IA	6. Jackson, IA
7. Johnson, IA	8. Rock Island, IL
9. Other (please specify) _____	
5. Sex (6)
  1. Male
  2. Female
6. Age (7)
  1. Under 25
  2. 26-35
  3. 36-45
  4. 46-55
  5. 56-65
  6. Over 65
7. Marital status (8)
  1. Single
  2. Married
8. Number of dependents (9)
  1. 0
  2. 1
  3. 2
  4. 3
  5. 4
  6. 5
  7. 6
  8. 7
  9. 8 or more
9. Are you the primary source of your family's income? (10)
  1. Yes
  2. No

**CURRENT EMPLOYMENT STATUS** Please answer the following questions by circling the number corresponding to the correct response, or by providing the requested information in the space provided.

### SECTION B

10. What is your current employment status? (11)
  1. Full-time (32-40 hrs./wk.)
  2. Part-time (less than 32 hrs./wk.)

If your answer was "2" please answer "11" ▶

  3. Unemployed/not looking for a job
  4. Unemployed/looking for a job
  5. Other (please specify) \_\_\_\_\_

If your answer was "4" please answer "12" ▶
11. Are you working part-time primarily because: (12)
  1. You prefer working part-time
  2. Your employer reduced your hours
  3. You can't find a full-time job
  4. Personal circumstances won't permit full-time employment
  5. Other (please specify) \_\_\_\_\_
12. For what reasons have you been unable to obtain employment? (circle all that apply) (13-19)
  1. Jobs not available
  2. The hours available conflict with my personal/family commitments
  3. Unprepared for available jobs
  4. Travel distance too great
  5. I don't know how to prepare for a job in today's market
  6. A job was available but I was unable to relocate
  7. Other (please specify) \_\_\_\_\_

13. What is your current hourly wage? (20)
1. Less than \$3.35/hr.
  2. \$3.36-\$6.65/hr.
  3. \$6.66-\$9.99/hr.
  4. \$10.00 or more/hr.
14. Are you currently employed in your field of education/training? (21)
1. Yes
  2. No (please specify) \_\_\_\_\_
15. If employed in the health field, how would you rate your preparation? (22)
1. Adequate
  2. Over-prepared
  3. Under-prepared
  4. Not employed in a health field

If your answer to "15" was "3" please answer "16" →

16. In what areas were you under-prepared? (circle any that apply) (23-30)
1. Knowledge
  2. Technical skills
  3. Supervision
  4. Administration
  5. Record keeping
  6. Human relations
  7. Use of new technologies
  8. Other (please specify) \_\_\_\_\_

17. Do you have an employment interest in any of the following health related fields? (If yes, please circle any that apply) (31-43)
1. School health
  2. Home health care
  3. Geriatrics
  4. Teaching
  5. Health promotion and wellness
  6. Child day care
  7. Elderly day care
  8. Medical-related sales
  9. Medical-related management information systems
  10. Insurance companies (physical assessments, recordkeeping, health teaching, etc.)
  11. Parks and recreation
  12. Other (please specify) \_\_\_\_\_
  13. No interest

18. What measures would you be willing to take to upgrade your present position or to obtain a job? (circle any that apply) (44-50)
1. Attend seminars/workshops in developing job seeking skills and learning about job opportunities
  2. Take credit classes in a health field
  3. Attend non-credit/continuing education seminars or classes in a health field
  4. Obtain certification in a related health field
  5. Pursue a career outside of the health field
  6. Don't know what to do
  7. Not applicable

19. What assistance would you need to upgrade your skills or to complete training/education for a new career? (circle any that apply) (51-58)
1. None
  2. Financial assistance
  3. Career counseling
  4. Child care
  5. Transportation
  6. Basic academic skill development (includes brush-up courses, academic counseling)
  7. Peer support
  8. Other (please specify) \_\_\_\_\_

20. When would you be able to attend classes/workshops?
- Weekdays: (circle any that apply) (59-65)
1. 9:00 a.m.-12:00 noon
  2. 1:00 p.m.-5:00 p.m.
  3. 6:30 p.m.-9:30 p.m.

- Weekends: (circle any that apply)
4. Friday evenings
  5. Saturday
  6. Sunday
  7. Other (please specify) \_\_\_\_\_

21. Please circle the college that you would consider attending to continue your education: (66)
1. Clinton Community College
  2. Muscatine Community College
  3. Scott Community College
  4. I would not consider one of the three colleges
- Why? \_\_\_\_\_

We welcome any comments.

Please complete this survey and mail it to us in the enclosed pre-stamped envelope by SEPTEMBER 16, 1985.

Thank you.



# EASTERN IOWA COMMUNITY COLLEGE DISTRICT

2804 Eastern Ave • Davenport Iowa 52803 • (319) 322-5015

## Physicians Office Survey

The purpose of this survey is to assist the Eastern Iowa Community College District in gathering information about employment trends and educational needs in the health field. Your answers will provide direction to our future programming efforts. The names of physicians and clinics replying will not be released. We appreciate the time you will take to complete this survey.

### SECTION A OFFICE DESCRIPTION AND INFORMATION: Please provide the requested information in the space provided.

- How many physicians are there presently in your office? \_\_\_\_\_
- How many personnel does your office employ in the following areas? Please list the total number of full-time and part-time personnel in the space provided.

#### Licensed/Certified Personnel

- \_\_\_\_\_ Physician's Assistant
- \_\_\_\_\_ Nurse Practitioner
- \_\_\_\_\_ Registered Nurse
- \_\_\_\_\_ Licensed Practical Nurse
- \_\_\_\_\_ Medical Laboratory Technician
- \_\_\_\_\_ Medical Laboratory Assistant
- \_\_\_\_\_ Radiologic Technician
- \_\_\_\_\_ Surgical Technician
- \_\_\_\_\_ Medical Technologist
- \_\_\_\_\_ Nursing Assistant
- \_\_\_\_\_ Other: \_\_\_\_\_
- \_\_\_\_\_ Other: \_\_\_\_\_

#### Non-Licensed/Non-Certified Personnel

- \_\_\_\_\_ Receptionist/Secretary
- \_\_\_\_\_ Bookkeeper/Billing Clerk
- \_\_\_\_\_ Medical Assistant
- \_\_\_\_\_ Insurance Clerk
- \_\_\_\_\_ Other: \_\_\_\_\_
- \_\_\_\_\_ Other: \_\_\_\_\_

- Do you have a computerized medical records system in your office?

\_\_\_\_\_ Yes → Does your staff need training in operating the computerized records system?

\_\_\_\_\_ Yes \_\_\_\_\_ No

\_\_\_\_\_ No → Are you planning on implementing a computerized records system within the next two years?

\_\_\_\_\_ Yes \_\_\_\_\_ No

## SECTION B

**EMPLOYMENT NEEDS:** Please provide the requested information in the space provided.

4. What are your current and projected personnel needs? Please indicate the total number of full-time and part-time personnel in the appropriate spaces. If staff reductions are anticipated, please indicate with a negative number.

	<u>Licensed/Certified Personnel</u>			<u>Non-Licensed/Non-Certified Personnel</u>		
	Number of Openings			Number of Openings		
	Present	1986	1987	Present	1986	1987
Physician's Assistant				Receptionist/Secretary		
Nurse Practitioner				Bookkeeping/Billing Clerk		
Registered Nurse				Insurance Clerk		
Licensed Practical Nurse				Medical Assistant		
Medical Laboratory Technician				Other:		
Medical Laboratory Assistant				Other:		
Radiologic Technician						
Surgical Technician						
Medical Technologist						
Nursing Assistant						
Other:						
Other:						

## SECTION C

**EMPLOYMENT TRENDS:** Please answer the following questions by checking (✓) the appropriate space.

- |   | Yes   | No    |
|---|-------|-------|
| 5. Do you utilize "wellness" concepts in your patient education?  | _____ | _____ |
| 6. Do you see a need for personnel trained in "wellness" techniques to assist you in your office?   | _____ | _____ |
| 7. Do you see a need for a multi-disciplined health care professional to work in your office? (Such an individual might take X-rays, run EKG's, perform basic laboratory and nursing procedures, perform secretarial functions, etc.) | _____ | _____ |

We welcome any comments that you might have. . .

Please complete this survey and mail it to us in the enclosed pre-stamped envelope by November 4, 1985.



# EASTERN IOWA COMMUNITY COLLEGE DISTRICT

## Hospital Survey

The purpose of this survey is to assist the Eastern Iowa Community College District in gathering information about employment trends and educational needs in the health field. Your answers will provide direction to our future programming efforts. All responses are confidential, and the names of institutions replying will not be released. We appreciate the time you will take to complete this survey.

NOTE: This survey should be completed by the Personnel Director at your facility.

### SECTION A FACILITY DESCRIPTION: Please provide the requested information in the space provided.

- How many beds does your facility have? \_\_\_\_\_
- Please give us your average daily census for the previous calendar year. \_\_\_\_\_

### SECTION B PERSONNEL DATA/EMPLOYMENT NEEDS: Please answer the following questions by providing the requested information in the space provided.

- Which of the following personnel does your facility employ? (Please list the number of full-time and part-time personnel in each of the following categories. In addition, please check (✓) the entry level hourly salary range that applies to each employee category.)

	Please List Number of Employees		Please check (✓) Entry Level Hourly Salary Range for each applicable category.								
	Full Time	Part Time	Below \$3.35	\$3.36 - \$3.99	\$4.00 - \$4.99	\$5.00 - \$5.99	\$6.00 - \$6.99	\$7.00 - \$7.99	\$8.00 - \$8.99	\$9.00 - \$9.99	Above \$10.00
Physician's Assistant											
Nurse Practitioner											
Registered Nurse											
Licensed Practical Nurse											
Medical Technologist											
Medical Laboratory Technician											
Medical Laboratory Assistant											
Radiologic Technician											
Surgical Technician											
Respiratory Therapist											
Biomedical Technician											
Ultrasound Technician											
Nuclear Medicine Technician											
Speech Therapist											
Occupational Therapist											
Physical Therapist											
Medical Assistant											
Nursing Assistant											
Labotomist											

	Please List Number of Employees		Please check ( ) Entry Level Hourly Salary Range for each applicable category.								
	Full Time	Part Time	Below \$3.35	\$3.36 - \$3.99	\$4.00 - \$4.99	\$5.00 - \$5.99	\$6.00 - \$6.99	\$7.00 - \$7.99	\$8.00 - \$8.99	\$9.00 - \$9.99	Above \$10.00
Social Worker											
Activities Director											
Computer Operator											
Medical Records Specialist											
Health Unit Coordinator											
Other											

4. What are your present/projected employment needs in the following areas? (Please list the number of present and projected openings in the following categories.)

	Present Openings	Number of Projected Openings:		
		1987	1988	1989
Physician's Assistant				
Nurse Practitioner				
Registered Nurse				
Licensed Practical Nurse				
Medical Technologist				
Medical Laboratory Technician				
Medical Laboratory Assistant				
Radiologic Technician				
Surgical Technician				
Respiratory Therapist				
Biomedical Technician				
Ultrasound Technician				
Nuclear Medicine Technician				
Speech Therapist				
Occupational Therapist				
Physical Therapist				
Medical Assistant				
Nursing Assistant				
Phlebotomist				
Social Worker				
Activities Director				
Computer Operator				
Medical Records Specialist				
Health Unit Coordinator				
Other				

**SECTION C**

Employment Trends/Educational Needs: Please respond to the following questions in the space provided. Should you need more space, please feel free to attach another sheet of paper.

5. Are you requiring any of your present employees to formally upgrade their skills and/or educational levels? Yes  No

If you answered "yes" to the previous question, please explain what these requirements entail.

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6. a. What do you see as the new and emerging trends in the health care field today?

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- b. What (if any) are the implications of these "trends" for your future personnel needs?

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7. a. What role (if any) do computers play in your institution?

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- b. How might this role affect your future personnel needs?

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8. Do you project a need for multi-disciplined health care personnel in your institution? If so, what specific skills would this person require?

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9. What educational services might we at Eastern Iowa Community College District provide for your institution.

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We welcome any comments:

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# EASTERN IOWA COMMUNITY COLLEGE DISTRICT

2804 Eastern Ave • Davenport Iowa 52803 • (319) 322-5015

## Long-Term Health Care Facility Survey

The purpose of this survey is to assist the Eastern Iowa Community College District in gathering information about employment trends and educational needs in the health field. Your answers will provide direction to our future programming efforts. The names of firms and businesses replying will not be released. We appreciate the time you will take to complete this survey.

NOTE: This survey should be completed by the Administrator/Personnel Director at your facility.

### SECTION A

FACILITY DESCRIPTION: Please answer the following questions by checking (✓) the appropriate response, or by providing the requested information in the space provided.

1. What type of health care does your facility provide? (Check (✓) all of the following that apply)
- Skilled Care
  - Intermediate Care
  - Residential Care

2. How many beds does your facility have in each of the following categories? (Please list the number of beds in each category)
- Skilled Care
  - Intermediate Care
  - Residential Care

### SECTION B

PERSONNEL DATA: Please answer the following questions by providing the requested information in the space provided.

3. Which of the following personnel does your facility employ? (Please list the number of fulltime and parttime personnel in each category. In addition, please check (✓) the entry level salary range that applies to each employee category.)

	Please List Number of Employees		Please check (✓) Entry Level Salary Range						
	Full Time	Part Time	\$3.35/hr or below	\$3.36 - \$3.99/hr	\$4.00 - \$4.99/hr	\$5.00 - \$5.99/hr	\$6.00 - \$6.99/hr	\$7.00 - \$7.99/hr	\$8.00+/hr
Registered Nurse									
Licensed Practical Nurse									
Nursing Assistant									
Radiologic Technician									
Medical Laboratory Technician									
Medical Laboratory Assistant									
Speech Therapist									
Occupational Therapist									
Physical Therapist									
Medical Assistant									
Social Worker									
Activities Director									
Other (Please List)									

4. What are your present/projected employment needs in the following areas? Please list the number of present and projected openings in the following categories.

	Number of Present Openings	Number of Projected Openings:	
		1986	1987
<u>Registered Nurse</u>			
<u>Licensed Practical Nurse</u>			
<u>Nursing Assistant</u>			
<u>Radiologic Technician</u>			
<u>Medical Laboratory Technician</u>			
<u>Medical Laboratory Assistant</u>			
<u>Speech Therapist</u>			
<u>Occupational Therapist</u>			
<u>Physical Therapist</u>			
<u>Medical Assistant</u>			
<u>Social Worker</u>			
<u>Activities Director</u>			
<u>Other (Please List)</u>			

### SECTION C

Please answer the following questions by checking (✓) the appropriate response, or by providing the requested information in the space provided.

- |  | Yes   | No    |
|--|-------|-------|
| 5. Do you see an expanded interest/need for a "holistic" approach to patient care in your facility?  | _____ | _____ |
| 6. Do you see an expanded interest/need for a "wellness" program in your facility?   | _____ | _____ |
| 7. What educational services might we at Eastern Iowa Community College District (Clinton Community College, Muscatine Community College, and Scott Community College) provide for your personnel? |       |       |

We welcome any comments you might have . . .

Please complete this survey and mail it to us in the enclosed pre-stamped envelope by November 4, 1985.



# EASTERN IOWA COMMUNITY COLLEGE DISTRICT

2804 Eastern Ave • Davenport Iowa 52803 • (319) 322-5015

The purpose of this survey is to assist local school districts and Eastern Iowa Community College District in gathering information about employment needs in the custodial/maintenance field. Your answers will provide direction to our future programming efforts. The names of firms and businesses replying will not be released. We appreciate the time you will take to complete this survey.

NOTE: This survey should be completed by the individual responsible for the custodial/maintenance personnel in your building or institution.

## SECTION A EVERYONE SHOULD ANSWER THIS SECTION

Directions: Indicate your answer by circling the number corresponding to the correct response.

1. From the following list how would you classify your type of business or institution?
  1. Education
  2. Manufacturing
  3. Governmental Agency
  4. Health
  5. Hotel/Motel
  6. Janitorial/Cleaning Services
  7. Building Management firm
2. In what county is your business or institution located?
  1. Clinton, Iowa
  2. Jackson, Iowa
  3. Scott, Iowa
  4. Cedar, Iowa
  5. Muscatine, Iowa
  6. Louisa, Iowa
  7. Other \_\_\_\_\_
3. What is the total number of employees in your firm?
  1. 1-9
  2. 10-19
  3. 20-49
  4. 50-99
  5. 100-249
  6. 250-499
  7. 500-999
  8. 1000-2499
  9. 2500 and above
4. How many individuals are employed fulltime in your custodial/maintenance department?
  1. 0
  2. 1-4
  3. 5-9
  4. 10-19
  5. 20-49
  6. 50 and above
  7. Custodial and maintenance functions are provided through contractual services with another firm
5. How many individuals are employed parttime in your custodial/maintenance department?
  1. 0
  2. 1-4
  3. 5-9
  4. 10-19
  5. 20-49
  6. 50 and above
  7. Custodial and maintenance functions are provided through contractual services with another firm
6. Are your custodial/maintenance personnel part of a collective bargaining unit or union?
  1. Yes
  2. No
  3. We do not have our own custodial/maintenance personnel

# SECTION B

## EVERYONE SHOULD ANSWER THIS SECTION

Directions: We found the following 61 tasks most common to the custodial/maintenance area. Please indicate in Column A how each custodial/maintenance task is performed by writing an "X" in the appropriate column. Check if the task is:

- Performed by your **Own Personnel**;
- Provided through **Contracted Services**; or
- **Not Applicable**: the task is not performed at your facility

Every respondent should answer Column A.

Column B is checked for a task only if **Own Personnel** is marked in Column A.

If the task is performed by your own personnel, please indicate in Column B, how the employee skills to complete the task are obtained, by writing an "X" in the appropriate column. Check if the skills are obtained through:

- **Entry Level** Ability to complete this task is a pre-employment requirement.
- **On-the-Job Training (OJT)** Employee learns how to complete this task after employment begins as a part of his/her regular duties.
- **In-House Training Provided by Supervisory Personnel** In-House training for current staff in performing this task is provided by supervisory personnel during a scheduled training program.
- **External Classes/Workshops** Current staff is sent to external classes or workshops in order to perform this task.

### COLUMN A

### COLUMN B

How Task is Performed

How Employee Skills are Obtained

1. Own Personnel	2. Contracted Services	3. Not Applicable		4. Entry Level	5. On-the-Job Training (OJT)	6. In-House Training	7. External Classes/ Workshops
			7. Lavatory cleaning				
			8-10. Carpeting				
			8. Vacuuming				
			9. Spot removal				
			10. Steam cleaning				
			11-15. Floors				
			11. Dry mopping				
			12. Wet mopping				
			13. Buffing				
			14. Waxing				
			15. Bedmaking				
			16. Lighting Replacement				
			17-18. Ceiling tiles				
			17. Cleaning				
			18. Replacement				
			19. Mixing cleaning compounds				
			20. Wall cleaning (wall coverings)				
			21. Upholstery care				
			22. Moving heavy objects				
			23. Window cleaning				
			24. Cleaning of window coverings				
			25. Flag duties				
			26. Estimating/scheduling jobs				
			27. Orders and receives supplies				



How Task is Performed

How Employee Skills are Obtained

1. Own Personnel	2. Contracted Services	3. Not Applicable		4. Entry Level	5. On-the-Job Training (OJT)	6. In-House Training	7. External Classes/Workshops
			28. Vehicle cleaning				
			29. Basic plumbing repairs				
			30. Basic electrical repairs				
			31. Basic carpentry repairs				
			32. Basic masonry repairs				
			33. Gutter maintenance				
			34. Basic roof repairs				
			35-36. Heating and cooling maintenance				
			35. Lubrication				
			36. Filters				
			37-38. Boiler operation				
			37. Start-up				
			38. Periodic maintenance				
			39. Painting				
			40. Door hardware maintenance				
			41. Lock repair				
			42. Basic hand power tool use				
			43. Window hardware maintenance				
			44-45. Vehicle maintenance				
			44. Daily				
			45. Periodic				
			46. Lawn maintenance				
			47. Horticultural care				
			48. Snow removal				
			49. Repairing custodial/maintenance equipment				
			50. Reading label directions				
			51. Greets public/provides information				
			52-54. Kitchen cleaning				
			52. Dishwashing				
			53. Kitchen appliance cleaning				
			54. Defrost Refrigerator/Freezer				
			55. Disinfecting				
			56. Tub and tile care				
			57-60. Clothing Care				
			57. Washing				
			58. Drying				
			59. Spot removal				
			60. Ironing				
			61. Pest Control				
			62. Other: Please list				

## SECTION C

### ANSWER THE QUESTIONS IN THIS SECTION ONLY IF YOUR FIRM OR INSTITUTION EMPLOYS CUSTODIAL/MAINTENANCE PERSONNEL.

Directions: Please provide the correct response by writing in the requested data, and by circling the number corresponding to the correct response.

63-70. What are the employment projections for custodial/maintenance personnel in your business or institution? Please indicate your immediate and projected fulltime and parttime personnel needs by writing the number in the appropriate column. If staff reductions are anticipated please indicate with a negative number.

	Fulltime	Parttime
63-64. immediate job openings		
65-66. anticipated job openings between now and December 31, 1985		
67-68. anticipated job openings in 1986		
69-70. anticipated job openings in 1987		

71. What is your average entry-level hourly wage for a custodial/maintenance employee?

1. \$3.35 or below
2. \$3.36 - \$3.99
3. \$4.00 - \$4.99
4. \$5.00 - \$5.99
5. \$6.00 - \$6.99
6. \$7.00 - \$7.99
7. \$8.00 and above

72. What is the minimum educational level you normally require of a newly hired custodial/maintenance employee?

1. Completion of 8th grade or less
2. 9th through 12th grade
3. High school completion
4. Education beyond high school

73. How much previous work experience do you normally require of a newly hired custodial/maintenance employee?

1. None
2. Less than one year
3. One to two years
4. More than two years

74. Are your custodial/maintenance supervisors generally hired from within the ranks of your custodial/maintenance staff?

1. Yes
2. No

75-78. How do you prefer that your custodial/maintenance staff receive their training. Rank order the following 1 to 4, with 1 your least preferred and 4 your most preferred type of training.

- \_\_\_\_\_ 75. Pre-employment Training
- \_\_\_\_\_ 76. On-the-Job Training
- \_\_\_\_\_ 77. In-House training provided by supervisory personnel
- \_\_\_\_\_ 78. External Classes/Workshops

## SECTION D

### PLEASE PROVIDE US WITH YOUR COMMENTS REGARDING THE CUSTODIAL/MAINTENANCE OCCUPATIONAL AREA.

79. Comments:

Thank you for completing this survey. Please return this survey in the enclosed pre-stamped and addressed envelope.

# EASTERN IOWA COMMUNITY COLLEGE DISTRICT

306 West River Drive, Davenport, Iowa 52801-1221

## RADIOLOGIC TECHNOLOGIST SURVEY

The purpose of this survey is to assist the Eastern Iowa Community College District in gathering information about employment trends and educational needs in the radiologic technologic field. Your responses will help to provide direction to our future programming efforts. The names of firms and businesses replying will not be released. We appreciate the time you will take to complete this survey.

### SECTION A

**EMPLOYEE CHARACTERISTICS:** Indicate your response by circling the number of your choice or by providing the information requested.

- (1-1) 1. Do you presently employ radiologic technologists at your facility?
1. Yes      2. No      If no, then you have completed this survey. Please return it in the envelope provided.
- (2-2,3) 2. How many radiologic technologists do you presently employ?  
\_\_\_\_\_
- (3-4) 3. Please indicate the entry-level hourly salary range for radiologic technologists at your facility.
1. Below \$5.00/hr.  
2. \$5.00-\$5.99/hr.  
3. \$6.00-\$6.99/hr.  
4. \$7.00-\$7.99/hr.  
5. \$8.00-\$8.99/hr.  
6. \$9.00-\$9.99/hr.  
7. \$10.00 or more/hr.
- (4-5) 4. What is the minimum educational level you normally require of a newly hired radiologic technologist?
1. Graduate of an accredited radiologic technology program (i.e., hospital-based program)  
2. Associate degree in radiologic technology  
3. Bachelor's degree in radiologic technology  
4. Other (please specify) \_\_\_\_\_

- (5-6) 5. Do you hire only registered radiologic technologists?
1. Yes 2. No
- (6-7) 6. Do you prefer to hire radiologic technologists who are registered/ certified in more than one discipline/speciality area?
1. Yes 2. No
- (7-8,12) 7. If you answered yes to question #6, please circle all of the following that apply.
- (-8) 1. Radiography (R.T.R.)
- (-9) 2. Nuclear Medicine (R.T.N.)
- (-10) 3. Radiation Therapy (R.T.T.)
- (-11) 4. Medical Sonography (R.D.M.S.)
- (-12) 5. Other (please specify) \_\_\_\_\_
- (8-13) 8. How much previous experience do you normally require of a newly hired radiologic technologist?
1. None
2. Less than one year
3. One to two years
4. More than two years

## SECTION B

### EMPLOYMENT PROJECTIONS/EDUCATIONAL NEEDS:

Indicate your response by circling the number of your choice or by providing the information requested.

- (9-14,25) 9. What are the immediate and projected employment needs for radiologic technologists at your facility?
- |   | Full-Time | Part-Time |
|---|-----------|-----------|
| (-14,17) 1. Immediate job openings?               | _____     | _____     |
| (-18,21) 2. Anticipated job openings during 1986? | _____     | _____     |
| (-22,25) 3. Anticipated job openings in 1987?     | _____     | _____     |
- (10-26) 10. Do you require any additional training/education of your newly hired radiologic technologists?
1. Yes 2. No If no, please skip to question #12.
- (11-27,32) 11. If you answered yes to question #10, please indicate which of the following methods you employ. (Please circle all that apply)
- (-27) 1. On-the-job-training
- (-28) 2. In-house seminars/workshops
- (-29) 3. External seminars/workshops
- (-30) 4. External school/classes at the local community college
- (-31) 5. External school/classes at a university/four year college
- (-32) 6. Other (please specify) \_\_\_\_\_

(12-35,39)

12. Please indicate what methods you employ in allowing your present radiologic technologists to update their knowledge/skill levels. (circle all that apply)

(-33)

1. On-the-job-training

(-34)

2. In-house seminars/workshops

(-35)

3. External seminars/workshops

(-36)

4. External school/classes at the local community college

(-37)

5. External school/classes at a University/four year college

(-38)

6. no updating activities employed

(-39)

7. Other (please specify) \_\_\_\_\_

## SECTION C

**EMPLOYMENT TRENDS:** Indicate your response by circling the number corresponding to your choice by providing the information requested.

(13-40)

13. Do you foresee a need for future radiologic technologists to be trained in basic computer sciences to include at least one programming language?

1. Yes      2. No

Please explain \_\_\_\_\_

(14-41)

14. Do you think there is a need to expand the present curriculum to include specialized radiography (i.e., Computed Tomography, Special Procedures to include Digital Radiography, Cardiac Catheterization, Magnetic Resonance)?

1. Yes      2. No

Please explain \_\_\_\_\_

(15-42)

15. Do you see a need for crosstraining radiologic technologists in the medical imaging technologies (i.e., Sonography, Nuclear Medicine, Radiation Therapy)?

1. Yes      2. No

Please explain \_\_\_\_\_

(16-43)

16. Do you feel that crosstrained medical imaging professionals should also be trained in advanced medical procedures (i.e. Advanced Cardiac Life Support, EKG Monitoring)?

Please explain \_\_\_\_\_

Please evaluate the following skills, according to the rating scales provided. Circle the number corresponding to the correct response.

Please circle your best estimation to the three rating scales:

Order of Importance to New Employee: "How important" is this skill to new employees?

How Soon After Starting Job Does Employee Use Skill: "How soon" is this skill used by a new employee during the first year of employment?

How Often Does The New Employee Use The Skill: What is the "frequency" of skill used by the new employee?

Order of Importance to New Employee	How Soon After Starting Job Does Employee Use Skill	How Often Does The New Employee Use Skill
1. Extremely Important	1. Within first week	1. Daily
2. Very Important	2. After 3 months	2. Weekly
3. Important	3. After 9 months	3. Monthly
4. Some Importance	4. After 1 year	4. Yearly
5. Not Important	5. Not Used	5. Not Used
6. Not Used		

### Personal Characteristics

1. Arrive to work on time.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
2. Show enthusiasm for the tasks to be performed.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
3. Dress appropriately and professionally.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
4. Show tact with patients and others.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
5. Show initiative to perform beyond normal expectations.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
6. Display conduct acceptable to fellow workers.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
7. Use oral and written medical communication.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
8. React quickly and appropriately to emergency situations.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
9. Accept change positively.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
10. Handle stressful situations effectively.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
11. Communicate effectively by phone.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
12. Accept constructive criticism.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5

Order of  
Importance to New  
Employee

How Soon After  
Starting Job Does  
Employee Use Skill

How Often Does  
The New Employee  
Use Skill

- |                        |                      |             |
|------------------------|----------------------|-------------|
| 1. Extremely Important | 1. Within first week | 1. Daily    |
| 2. Very Important      | 2. After 3 months    | 2. Weekly   |
| 3. Important           | 3. After 9 months    | 3. Monthly  |
| 4. Some Importance     | 4. After 1 year      | 4. Yearly   |
| 5. Not Important       | 5. Not Used          | 5. Not Used |
| 6. Not Used            |                      |             |

Technical Knowledge

13. Perform basic mathematical functions.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
14. Operate radiographic imaging equipment.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
15. Operate Accessory devices.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
16. Position imaging system to perform radiographic examinations and procedures.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
17. Process radiographs.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
18. Determine exposure factors to obtain diagnostic quality radiographs.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
19. Adapt exposure factors when appropriate	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
20. Evaluate radiographic images for appropriate image quality.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5

Positioning Skills

21. Demonstrate knowledge of human structure, function and pathology.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
22. Position patient to perform radiographic examinations and procedures.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
23. Modify standard procedures to accommodate for patient condition and other variables.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
24. Evaluate radiographic images for appropriate positioning.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5

Nursing Skills

25. Anticipate and provide basic patient care and comfort.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
26. Apply principles of body mechanics.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
27. Recognize emergency patient conditions.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
28. Initiate first aid and basic life support procedures.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5

44

Order of  
Importance to New  
Employee

How Soon After  
Starting Job Does  
Employee Use Skill

How Often Does  
The New Employee  
Use Skill

- |                        |                      |             |
|------------------------|----------------------|-------------|
| 1. Extremely Important | 1. Within first week | 1. Daily    |
| 2. Very Important      | 2. After 3 months    | 2. Weekly   |
| 3. Important           | 3. After 9 months    | 3. Monthly  |
| 4. Some Importance     | 4. After 1 year      | 4. Yearly   |
| 5. Not Important       | 5. Not Used          | 5. Not Used |
| 6. Not Used            |                      |             |

Radiation Protection

- |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 29. Determine exposure factors with minimum radiation exposure.     | 1 | 2 | 3 | 4 | 5 | 6 | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| 30. Practice radiation protection for the patient, self and others. | 1 | 2 | 3 | 4 | 5 | 6 | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| 31. Use shields when appropriate.                                   | 1 | 2 | 3 | 4 | 5 | 6 | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |

Quality Assurance

- |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 32. Know the safe limits of equipment operations.   | 1 | 2 | 3 | 4 | 5 | 6 | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| 33. Report equipment malfunctions.                  | 1 | 2 | 3 | 4 | 5 | 6 | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| 34. Demonstrate understanding of quality assurance. | 1 | 2 | 3 | 4 | 5 | 6 | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| 35. Evaluate performance of radiographic systems.   | 1 | 2 | 3 | 4 | 5 | 6 | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |

Microcomputer knowledge

- |  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
|--|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 36. Understand basic computing concepts and terminology. | 1 | 2 | 3 | 4 | 5 | 6 | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| 37. Operate computer-aided imaging systems.              | 1 | 2 | 3 | 4 | 5 | 6 | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| 38. Ability to use keyboard.                             | 1 | 2 | 3 | 4 | 5 | 6 | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| 39. Ability to interact with computer systems.           | 1 | 2 | 3 | 4 | 5 | 6 | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |

Storage of Documents and Imaging Records

- |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 40. File documents when appropriate.      | 1 | 2 | 3 | 4 | 5 | 6 | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| 41. Retrieve documents when appropriate.  | 1 | 2 | 3 | 4 | 5 | 6 | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| 42. Manage clerical desk.                 | 1 | 2 | 3 | 4 | 5 | 6 | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| 43. Prepare paper work for imaging study. | 1 | 2 | 3 | 4 | 5 | 6 | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |

45





# EASTERN IOWA COMMUNITY COLLEGE DISTRICT

306 West River Drive, Davenport, Iowa 52801-1221

## INTERIOR DESIGN SURVEY

The purpose of this survey is to assist the Eastern Iowa Community College District in gathering information about employment trends and educational needs in the interior design field. Your responses will help to provide direction to our future programming efforts. The names of firms and businesses replying will not be released. We appreciate the time you will take to complete this survey.

### SECTION A

**DESCRIPTIVE DATA:** Please indicate your response by circling the number corresponding to your choice or by providing the information requested.

For Data  
Processing  
Use Only

1-1

1. Which of the following would best describe your business?
  1. Retail sales
  2. Full service design studio with showroom
  3. Residential design firm
  4. Commercial design firm
  5. Other (Please specify) \_\_\_\_\_

2-2

2. Is your business involved in design services only, or do you carry a merchandise inventory?
  1. design services only
  2. merchandise inventory

3(-3,13)

3. In which of the following "specialty areas" are your interior design personnel involved? (circle all that apply)

(-3)

1. Retail merchandise display

(-4)

2. Commercial design

(-5)

3. Kitchen/bath design

(-6)

4. Wallcoverings

(-7)

5. Floor coverings

(-8)

6. Window treatments

(-9)

7. Furniture

(-10)

8. Accessories

(-11)

9. Lighting

(-12,13)

10. Other specialty area(s) (Please specify) \_\_\_\_\_

4(-14,15)

4. What is the total number of employees in your business?  
\_\_\_\_\_

5(-16,17)

5. How many of your present employees are identified as interior design personnel/specialists? \_\_\_\_\_

6(18)

6. How are your interior design personnel compensated?

1. Hourly wage

2. Salary

3. Commission

4. Hourly wage plus commission

5. Salary plus commission

7(19)

7. What is the expected annual compensation paid by your firm to a full-time, entry-level interior design specialist?

1. Less than \$7,000 per year

2. \$7,000 - \$9,999 per year

3. \$10,000 - \$11,999 per year

4. \$12,000 - \$13,999 per year

5. \$14,000 - \$15,999 per year

6. \$16,000 - \$17,999 per year

7. \$18,000 - \$19,999 per year

8. \$20,000 or more per year

# SECTION B

**EDUCATIONAL NEEDS/EMPLOYMENT PROJECTIONS:** Please indicate your response by circling the number corresponding to your choice or by providing the information requested.

8-20

8. What is the minimum educational level that you normally require of an entry-level interior design specialist?
1. Less than high school completion
  2. High school completion
  3. Post-secondary school attendance
  4. Associate degree
  5. Bachelors' degree
  6. Post Bachelor's coursework

9-21

9. How much previous work experience do you normally require of entry-level interior design personnel?
1. None
  2. Less than one year
  3. One to two years
  4. More than two years

10-22

10. Do you require any licenses or certificates of your interior design personnel?
1. Yes (Please specify) \_\_\_\_\_
  2. No

11(-23,24)

11. What are your present and projected employment needs for interior design personnel? Please indicate your full-time and part-time employment needs by writing the number in the appropriate column.

	<u>Full-time</u>	<u>Part-time</u>
Present job openings	_____	_____
Projected job openings between now and December, 1986	_____	_____
Projected job openings in 1987	_____	_____

(-23,26)

(-27,30)

(-31,34)

12(-35,41)

12. How have your present interior design personnel received their training? (circle all that apply)

- (-35)
- (-36)
- (-37)
- (-38)
- (-39)
- (-40)
- (-41)

1. On-the-job training
2. In-house training seminars and workshops
3. External training seminars and workshops
4. Local Community College coursework
5. University/college coursework
6. Schools of Design
7. Other (Please specify) \_\_\_\_\_

13(-42,48)

13. What methods do your interior design personnel presently utilize to update their knowledge/skill levels?

- (-42)
- (-43)
- (-44)
- (-45)
- (-46)
- (-47)
- (-48)

1. On-the-job training
2. In-house training seminars and workshop
3. External training seminars and workshops
4. Local Community College coursework
5. University/college coursework
6. Schools of Design
7. Other (Please specify) \_\_\_\_\_

14-49

14. Do you see a "working knowledge" of computer-assisted-design (CAD) as an essential competency for our future interior design graduates?

1. Yes
2. No

(Please explain) \_\_\_\_\_

15-50

15. What other computer-related skills (eg., inventory control, financial record keeping, etc.) do you see as essential for our future interior design graduates?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Thank you. Please return the survey to us in the enclosed postage paid envelope.

# INTERIOR DESIGN

Please evaluate the following skills, according to the rating scales provided. Circle the number corresponding to the correct response.

Please circle your best estimation to the three rating scales:

Order of Importance to New Employee: "How important" is this skill to new employees?

How Soon After Starting Job Does Employee Use Skill: "How soon" is this skill used by a new employee during the first year of employment?

How Often Does The New Employee Use The Skill: What is the "frequency" of skill used by the new employee?

50

Order of Importance to New Employee	How Soon After Starting Job Does Employee Use Skill	How Often Does The New Employee Use Skill
1. Extremely important	1. Within first week	1. Daily
2. Very important	2. After 3 months	2. Weekly
3. Important	3. After 9 months	3. Monthly
4. Some importance	4. After 1 year	4. Yearly
5. Not important	5. Not Used	5. Not Used
6. Not Used		

## TECHNICAL DRAFTING & ILLUSTRATION

1. Read and interpret blue prints.	1 2 3 4 5 6	1 2 3 4 5	1 2 3 4 5
2. Draft floor plans, elevations and detail sections.	1 2 3 4 5 6	1 2 3 4 5	1 2 3 4 5
3. Utilize lettering skills.	1 2 3 4 5 6	1 2 3 4 5	1 2 3 4 5
4. Understand construction systems.	1 2 3 4 5 6	1 2 3 4 5	1 2 3 4 5
5. Draw detailed interior elevations.	1 2 3 4 5 6	1 2 3 4 5	1 2 3 4 5
6. Display perspective drawing skill.	1 2 3 4 5 6	1 2 3 4 5	1 2 3 4 5
7. Display skills in illustration of various materials, color and textures in perspective renderings.	1 2 3 4 5 6	1 2 3 4 5	1 2 3 4 5
8. Know basic housing styles and floor plans.	1 2 3 4 5 6	1 2 3 4 5	1 2 3 4 5

Order of  
Importance to New  
Employee

How Soon After  
Starting Job Does  
Employee Use Skill

How Often Does  
The New Employee  
Use Skill

- |                        |                      |             |
|------------------------|----------------------|-------------|
| 1. Extremely important | 1. Within first week | 1. Daily    |
| 2. Very important      | 2. After 3 months    | 2. Weekly   |
| 3. Important           | 3. After 9 months    | 3. Monthly  |
| 4. Some importance     | 4. After 1 year      | 4. Yearly   |
| 5. Not important       | 5. Not Used          | 5. Not Used |
| 6. Not Used            |                      |             |

- |  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
|--|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 9. Display understanding of construction details such as doors, windows, stairs, and fireplaces. | 1 | 2 | 3 | 4 | 5 | 6 | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| 10. Use computer competency for inventory and bookkeeping.                                       | 1 | 2 | 3 | 4 | 5 | 6 | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| 11. Use computer aided drafting skills for floor plans or elevations.                            | 1 | 2 | 3 | 4 | 5 | 6 | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| 12. Use computer word processing.  | 1 | 2 | 3 | 4 | 5 | 6 | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |

MATERIAL & FURNITURE SPECIFICATIONS

- |  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
|--|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1. Evaluate and identify factors affecting selections for residential or commercial interiors. | 1 | 2 | 3 | 4 | 5 | 6 | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| 2. Evaluate aesthetic quality of materials.  | 1 | 2 | 3 | 4 | 5 | 6 | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| 3. Identify quality in fibers and fabrics.   | 1 | 2 | 3 | 4 | 5 | 6 | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| 4. Identify basic characteristic of major periods and styles of furniture.                     | 1 | 2 | 3 | 4 | 5 | 6 | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| 5. Identify quality manufacturer's characteristics in furniture.                               | 1 | 2 | 3 | 4 | 5 | 6 | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| 6. Identify quality manufacturer's characteristics in floor coverings.                         | 1 | 2 | 3 | 4 | 5 | 6 | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| 7. Identify quality manufacturer's characteristics in wall coverings.                          | 1 | 2 | 3 | 4 | 5 | 6 | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| 8. Select fabrics appropriate to the furniture style, period and use of rooms.                 | 1 | 2 | 3 | 4 | 5 | 6 | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| 9. Identify types of windows, parts of window and possible window treatments.                  | 1 | 2 | 3 | 4 | 5 | 6 | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| 10. Use correct terminology to describe various window treatments and hardware.                | 1 | 2 | 3 | 4 | 5 | 6 | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| 11. Take accurate measurements for window treatments.  | 1 | 2 | 3 | 4 | 5 | 6 | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| 12. Advise client in appropriate selection and placement of lamps/fixtures.                    | 1 | 2 | 3 | 4 | 5 | 6 | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| 13. Use correct textile terminology.   | 1 | 2 | 3 | 4 | 5 | 6 | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| 14. Identify fabric characteristics and care requirements.                                     | 1 | 2 | 3 | 4 | 5 | 6 | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| 15. Coordinate floors, walls, ceilings, furnishings, and accessories in a room.                | 1 | 2 | 3 | 4 | 5 | 6 | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |



Order of  
Importance to New  
Employee

How Soon After  
Starting Job Does  
Employee Use Skill

How Often Does  
The New Employee  
Use Skill

- |                        |                      |             |
|------------------------|----------------------|-------------|
| 1. Extremely important | 1. Within first week | 1. Daily    |
| 2. Very important      | 2. After 3 months    | 2. Weekly   |
| 3. Important           | 3. After 9 months    | 3. Monthly  |
| 4. Some importance     | 4. After 1 year      | 4. Yearly   |
| 5. Not important       | 5. Not Used          | 5. Not Used |
| 6. Not Used            |                      |             |

16. Use correct terminology to describe floor, wall, and ceiling treatments.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
17. Identify care, appearance, and use of basic floor coverings, and wall and ceiling treatments.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
18. Coordinate floor coverings, and wall and ceiling treatment samples with fabrics and accessories.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
19. Analyze factors considered important by the customer in the selection of materials for floors, walls, and ceilings.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
20. Prepare estimates of floor or wall covering needed.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
21. Cost of materials and installation.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
22. Evaluate needs of client and interpret factors considered important to individual in the selection of materials and furniture.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5

DESIGN CONCEPTS AND SPACE PLANNING

1. Evaluate effective use of elements of principles of design.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
2. Utilize the elements of principles of design in residential and commercial design.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
3. Identify the usage and requirements of different spaces.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
4. Evaluate furniture arrangements in relation to space and function.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
5. Plan furniture layout and space utilization.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
6. Design layout for kitchen, bathroom and laundry.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
7. Plan lighting as related to function of space.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
8. Design space to reflect function, architectural style and clients' preference.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5

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Order of  
Importance to New  
Employee

How Soon After  
Starting Job Does  
Employee Use Skill

How Often Does  
The New Employee  
Use Skill

- |                        |                      |             |
|------------------------|----------------------|-------------|
| 1. Extremely important | 1. Within first week | 1. Daily    |
| 2. Very important      | 2. After 3 months    | 2. Weekly   |
| 3. Important           | 3. After 9 months    | 3. Monthly  |
| 4. Some importance     | 4. After 1 year      | 4. Yearly   |
| 5. Not important       | 5. Not Used          | 5. Not Used |
| 6. Not Used            |                      |             |

SALES & BUSINESS SKILLS

1. Use product knowledge to relate benefits to customer.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
2. Demonstrate knowledge of prospecting and pre-approach techniques.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
3. Use effective communications in sales presentations.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
4. Organize sales presentations.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
5. Dress appropriately for the business setting.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
6. Complete business forms.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
7. Keep sales records and client files.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
8. Plan and arrange merchandise displays.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
9. Take inventory and stock counts.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
10. Maintain, organize and file product information, catalogs and price lists.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
11. Establish appropriate rapport with client.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
12. Maintain a professional attitude towards job, co-workers and clients.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
13. Demonstrate the ability to perform job tasks and to work independently.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
14. Express themselves clearly in written and spoken communications.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
15. Follow policies, rules and regulations of the job.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5

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# EASTERN IOWA COMMUNITY COLLEGE DISTRICT

306 West River Drive, Davenport, Iowa 52801-1221

## AUTOMOTIVE TECHNOLOGY SURVEY

The purpose of this survey is to assist the Eastern Iowa Community College District in gathering information about employment trends and educational needs in the automotive technology field. Your responses will help to provide direction to our future programming efforts. The names of firms and businesses replying will not be released. We appreciate the time you will take to complete this survey.

**NOTE:** This survey should be completed by the service manager or shop foreman.

### SECTION A

**DESCRIPTIVE DATA:** Please circle the number of the response which reflects your answer to the following questions or provide the information requested.

For Data  
Processing  
Use Only

1-1

1. Which of the following would best describe your business?
  1. Dealership
  2. Service Station
  3. Independent Garage
  4. Specialty Shop (ie: AAMCO, MIDAS, etc.)
  5. Mass Merchandizer-Automotive Service (ie: Sears Automotive, Goodyear Tire and Auto, K-Mart Auto, etc.)
  6. Other: (Please list) \_\_\_\_\_

2(-2,3)

2. How many automotive technicians does your business employ?  
\_\_\_\_\_

3(-4,6)

3. Please give us the first 3 digits of your present business phone number.  
 Area Code  
 ( X X X ) - \_\_\_\_\_ - X X X X

## SECTION B

**PERSONNEL DATA:** Please circle the number of the response which reflects your answer to the following questions or provide the information requested.

- 4-7 4. How are your technicians compensated?
1. Hourly wage
  2. Flat rate
  3. Salary
  4. Salary plus commission
  5. Hourly wage plus commission
  6. Other: (Please list) \_\_\_\_\_
- 5-8 5. What is the expected yearly compensation paid by your business to a full-time ent. level technician?
1. Less than \$8,000 per year
  2. \$8,000 - \$9,999 per year
  3. \$10,000 - \$11,999 per year
  4. \$12,000 - \$14,999 per year
  5. \$15,000 and up
- 6-9 6. For your entry level automotive technicians, what level of education do you prefer?
1. Less than high school completion
  2. High school completion
  3. 1 year generalist post-secondary technical training
  4. 2 year generalist post-secondary technical training
  5. 1 year generalist plus 1 year of specialist training (eg: transmissions)
  6. Other: (please list) \_\_\_\_\_
- 7-10 7. Do you employ automotive technicians that specialize in a given area(s)?
1. Yes
  2. No (Please skip to question #9)
- 8(-11,21) 8. If you answered "yes" to question #7, in which of the following areas do you employ specialists? (Circle all that apply)
- (-11) 1. Brakes specialist
  - (-12) 2. Electrical systems specialist
  - (-13) 3. Engine performance specialist
  - (-14) 4. Engine repair specialist
  - (-15) 5. Automatic transmissions and transaxle specialist
  - (-16) 6. Manual drive train and axle specialist
  - (-17) 7. Heating and air conditioning specialist
  - (-18) 8. Suspension and steering specialist
  - (-19) 9. Other (Please specify) \_\_\_\_\_
  - (-20,21) 10. We do not employ specialists

- 9(-22,27) 9. Where do your automotive technicians receive their training in "specialty" areas? (circle all that apply).
- (-22) 1. On-the-job training
  - (-23) 2. External training seminars and workshops
  - (-24) 3. Internal training seminars and workshops
  - (-25) 4. Factory service schools
  - (-26) 5. Community college/trade school
  - (-27) 6. Other: (Please list) \_\_\_\_\_

- 10-28 10. Do you require certification of your entry level automotive technicians?
- 1. Yes
  - 2. No

## SECTION C

**EMPLOYMENT PROJECTIONS/TRENDS:** Please circle the number of the response which reflects your answer to the following questions or provide the information requested.

- 11(-29,34) 11. What are your present/projected employment needs for automotive technicians?

(-29,30) Number of present openings? \_\_\_\_\_  
 (-31,32) Number of projected openings in 1987? \_\_\_\_\_  
 (-33,34) Number of projected openings in 1988? \_\_\_\_\_

- 12-35 12. Do your future service needs predominately require the hiring of "generalists" (technicians with a general automotive training background) or "specialists?" (technicians trained specifically in one or more of the specialty areas listed in question #7)?
- 1. "Generalists"
  - 2. "Specialists"

- 13-36 13. Do your automotive technicians presently utilize computerized equipment in the diagnosis/repair of automotive problems?
- 1. Yes
  - 2. No

- 14-37 14. Please describe the kinds of needs you might have now (or in the future) for a computer systems-trained automotive technician.
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

15-38

15. What do you see as the new and emerging trends in the automotive technology field today?

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16-39

16. Have you ever hired students/graduates of Muscatine Community College's or Scott Community College's automotive programs?  
1. Yes  
2. No

17-40

17. Would you be interested in a field-based learning program (cooperative effort between your business and our college) involving students from Eastern Iowa Community College District in the future?  
1. Yes  
2. No

18-41

18. What specific courses/seminars/workshops, etc. might we at Eastern Iowa Community College District offer to meet your future educational needs?

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We welcome any comments

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# EASTERN IOWA COMMUNITY COLLEGE DISTRICT

306 West River Drive, Davenport, Iowa 52801-1221

## ELECTRONICS SURVEY

The purpose of this survey is to assist the Eastern Iowa Community College District in gathering information about employment trends and educational needs in the electronics field. Your responses will help to provide direction to our future programming efforts. The names of firms and businesses replying will not be released. We appreciate the time you will take to complete this survey.

### SECTION A

**DESCRIPTIVE DATA:** Please indicate your response by circling the number corresponding to your choice or by providing the information requested.

For Data  
 Processing  
 Use Only

1(1-1)

- Do you presently employ personnel trained in the electronics field (eg. electronics technicians, field service technicians) in your firm or business?
  - Yes
  - No

If "No", your answers to this survey are complete. Please return this survey to us in the enclosed envelope.

(2-2,5)

- Please list the total number of employees in your business?  
 \_\_\_\_\_

(3-6,8)

- Of the total number of personnel employed by your business, how many are employed in the electronics field? \_\_\_\_\_

(4-9,22)

- Please indicate the number of personnel employed in each of the following job categories.

Job Categories

Number of  
 Personnel  
 Employed

(-9,10)

Electronics Technicians

\_\_\_\_\_

(-11,12)

Field Service Representatives (Technicians)

\_\_\_\_\_

(-13,14)

Electricians

\_\_\_\_\_

(-15,16)

Electronics Repairman

\_\_\_\_\_

(-17,18)

Custom' Service Engineer

\_\_\_\_\_

(-19,20)

Other \_\_\_\_\_

\_\_\_\_\_

(-21,22)

Other \_\_\_\_\_

\_\_\_\_\_

(5-23)

5. In what county is your business or firm located?

1. Clinton, Iowa
  2. Jackson, Iowa
  3. Scott, Iowa
  4. Cedar, Iowa
  5. Muscatine, Iowa
  6. Louisa, Iowa
  7. Rock Island, Illinois
- Other (please list) \_\_\_\_\_

(6-24)

6. What is the minimum level of education required of your entry level personnel hired in the electronics field?

1. High School Diploma
2. One-year post-secondary diploma or certificate
3. Two-year Associate Degree in Applied Science
4. Bachelor of Science Degree
5. Post Bachelors coursework
6. Other (please specify) \_\_\_\_\_

(7-25)

7. What is the minimum level of electronics-related work experience required for an entry-level electronics position in your business?

1. No previous experience required
2. Less than one year
3. One to two years
4. More than two years

(8-26,67)

8. What is the expected annual income of entry-level personnel in the following categories? Please check (✓) the appropriate entry-level income range for each of the following applicable categories.

	Less than \$10,000	\$10,000- \$12,999	\$13,000- \$15,999	\$16,000- \$19,999	\$20,000- \$24,999	Over \$25,000
(-26,31) Electronics Technicians						
(-32,37) Field Service Representatives (Technicians)						
(-38,43) Electricians						
(-44,49) Electronics Repairmen						
(-50,55) Customer Service Engineer						
(-56,61) Other						
(-62,67) Other						

## SECTION B

**EMPLOYMENT PROJECTIONS/EDUCATIONAL NEEDS:** Please indicate your response by circling the number corresponding to your choice or by providing the information requested.

11(9-1,42)

9. Please indicate the total number of immediate and projected openings in the following job categories.

<u>Job Categories</u>	<u>Number of Immediate Openings</u>	<u>Anticipated Openings in 1987</u>	<u>Anticipated Openings in 1988</u>
(-1,6) <u>Electronics Technicians</u>			
(-7,12) <u>Field Service Representatives (Technicians)</u>			
(-13,18) <u>Electricians</u>			
(-19,24) <u>Electronics Repairman</u>			
(-25,31) <u>Customer Service Engineer</u>			
(-31,36) <u>Other</u>			
(-37,42) <u>Other</u>			

(10-43)

10. Do you provide additional education/training for your entry-level electronics personnel?  
 1. Yes  
 2. No (If "No" skip to 12)

(11-44,49)

11. Please indicate which of the following methods you employ in the education/training of entry-level electronics personnel. (Please check all that apply)

(-44)  
 (-45)  
 (-46)  
 (-47)  
 (-48)  
 (-49)

1. On-the-job training
2. Internal workshops/seminars
3. External workshops/seminars
4. Local Community College/Trade School
5. University/four-year college
6. Other (please specify) \_\_\_\_\_

(12-50,80)

12. Which of the following represent the primary end-product(s) (or service performed) at your firm or business? (Please circle all that apply)

- (-50) 1. Computers
- (-51) 2. Computer-Peripheral equipment
- (-52) 3. Office and Business machines
- (-53) 4. Communication systems and equipment
- (-54) 5. Navigation and Guidance systems and equipment
- (-55) 6. Aircraft, Missiles, Space and Ground support equipment
- (-56) 7. Oceanography and support equipment
- (-57) 8. Testing, Measurement and Instrumentation equipment
- (-58) 9. Medical Electronics equipment
- (-59,60) 10. Industrial Controls/Systems Equipment and Robotics
- (-61,62) 11. Consumer Electronics and Appliances
- (-63,64) 12. Components and Sub-Assemblies
- (-65,66) 13. Materials and Hardware
- (-67,68) 14. Consultants
- (-69,70) 15. Companies Using Electronic Products in their Manufacturing Process
- (-71,72) 16. Commercial Users of Electronic Equipment
- (-73,74) 17. Electronic Distribution
- (-75,76) 18. Education
- (-77,78) 19. Manufacturer's Representatives
- (-79,80) 20. Other (Please specify) \_\_\_\_\_

13. What educational services might we at Eastern Iowa Community College District provide for you?

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We welcome your comments \_\_\_\_\_

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# EASTERN IOWA COMMUNITY COLLEGE DISTRICT

306 West River Drive, Davenport, Iowa 52803-1221

## HEATING, AIR CONDITIONING, AND REFRIGERATION SURVEY

The purpose of this survey is to assist the Eastern Iowa Community College District in gathering information about employment trends and educational needs in the heating, air conditioning, and refrigeration field. Your responses will help to provide direction to our future programming efforts. The names of firms and businesses replying will not be released. We appreciate the time you will take to complete this survey.

### SECTION A

**DESCRIPTIVE DATA:** Please indicate your response by circling the number corresponding to your choice or by providing the information requested.

For Data  
Processing  
Use Only

(1-1)

1. Do you presently employ personnel responsible for the servicing (ie: repair/maintenance) of heating, air conditioning, and refrigeration equipment?

1. Yes
2. No

If no, you have completed this survey. Please return it in the enclosed envelope.

(2-2)

2. Would you describe your business as a retail or wholesal sales and service organization?

1. Yes (If yes, please skip question 3 and continue with question 4)
2. No

(3-3)

3. Which of the following would best describe your business/industry?

1. Manufacturing
2. Educational facility
3. Health facility (eg. hospital, clinic, etc.)
4. Residential facility (eg. apartment complex, etc.)
5. Commercial facility (eg. hotel, motel, office complex, etc.)
6. Other (please specify) \_\_\_\_\_

(4-4)

4. In which of the following counties is your business/industry located?
1. Clinton, Iowa
  2. Jackson, Iowa
  3. Scott, Iowa
  4. Cedar, Iowa
  5. Muscatine, Iowa
  6. Louisa, Iowa
  7. Rock Island, Illinois
  8. Other (please specify) \_\_\_\_\_

(5-5,8)

5. What is the total number of employees in your business/industry?  
\_\_\_\_\_

(6-9,10)

6. How many of your present employees are identified as heating, air conditioning, and refrigeration technicians/personnel? \_\_\_\_\_

(7-11)

7. What is the minimum educational level required of entry-level heating, air conditioning, and refrigeration personnel at your business?
1. Less than high school completion
  2. High school completion
  3. Post-secondary attendance
  4. Associate degree
  5. Other (please specify) \_\_\_\_\_

(8-12)

8. How much previous work experience do you normally require of your entry-level heating, air conditioning, and refrigeration personnel?
1. None
  2. Less than one year
  3. One to two years
  4. More than two years

(9-13)

9. What is the average expected entry-level salary for heating, air conditioning, and refrigeration personnel at your business?
1. Less than \$12,000 per year
  2. \$12,000 to \$14,999 per year
  3. \$15,000 to \$17,999 per year
  4. \$18,000 to \$20,999 per year
  5. \$21,000 or more per year

# SECTION B

**EMPLOYMENT PROJECTIONS/EDUCATIONAL NEEDS:** Please indicate your response by circling the number corresponding to your choice or by providing the information requested.

(10-14,25) 10. What are the current and projected job openings for heating, air conditioning, and refrigeration personnel in your business? Please list the number of full-time and part-time openings in the spaces provided below.

		<u>Full-time</u>	<u>Part-time</u>
(-14,17)	Current job openings	_____	_____
(-18,21)	Job openings between now and December, 1986	_____	_____
(-22,25)	Job openings in 1987	_____	_____

(11-26,32) 11. How do you presently provide training/updating for your heating, air conditioning, and refrigeration personnel? (Circle all that apply)

- (-26) 1. On-the-job training/updating
- (-27) 2. In-house training seminars/workshops
- (-28) 3. External training seminars/workshops
- (-29) 4. Factory service schools
- (-30) 5. The community college
- (-31) 6. No training/updating provided
- (-32) 7. Other (please specify) \_\_\_\_\_

(12-33) 12. What specific training (if any) do you see as essential for future heating, air conditioning, and refrigeration personnel in the area of energy management?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

(13-34) 13. Do you feel that contracted services for heating, air conditioning, and refrigeration maintenance and repair will replace the need for a full-time, in-house technician in the future?

1. Yes
2. No

(Please explain) \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

(14-35) 14. What other trends do you see in the area of heating, air conditioning, and refrigeration that may affect our future educational programming efforts at the Eastern Iowa Community College District?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Thank you. Please return the survey to us in the enclosed postage paid envelope.

## Heating, Ventilation and Air Conditioning

Order of Importance to New Employee	How Soon After Starting Job Does Employee Use Skill	How Often Does The New Employee Use Skill
1. Extremely important	1. Within first week	1. Daily
2. Very important	2. After 3 months	2. Weekly
3. Important	3. After 9 months	3. Monthly
4. Some importance	4. After 1 year	4. Yearly
5. Not important	5. Not Used	5. Not Used
6. Not Used		

### Tool & Equipment Use

1. Use hand tools.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
2. Use measuring instruments.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
3. Use portable power tools.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
4. Use electrical test equipment -- VOM's, ammeters, milli-voltmeters, line voltage recorders, capacitor analyzers.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
5. Use hermetic analyzers.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
6. Use start boxes.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
7. Use time and temperature recorders.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
8. Use super heat gauges.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
9. Use pyrometers.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
10. Use tubing fabrication tools.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
11. Use brazing, soldering, and welding equipment.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
12. Use gauge manifolds.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
13. Use leak detection devices.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
14. Use vacuum pumps.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
15. Use charging cylinders.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
16. Use psychrometers.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
17. Use manometers.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
18. Use combustion test kits.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5

65



Order of  
Importance to New  
Employee

How Soon After  
Starting Job Does  
Employee Use Skill

How Often Does  
The New Employee  
Use Skill

- |                        |                      |             |
|------------------------|----------------------|-------------|
| 1. Extremely Important | 1. Within first week | 1. Daily    |
| 2. Very Important      | 2. After 3 months    | 2. Weekly   |
| 3. Important           | 3. After 9 months    | 3. Monthly  |
| 4. Some Importance     | 4. After 1 year      | 4. Yearly   |
| 5. Not Important       | 5. Not Used          | 5. Not Used |
| 6. Not Used            |                      |             |

Electrical Components

1. Interpret wiring diagrams and schematics.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
2. Physically trace and test electrical systems.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
3. Install and service motors.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
4. Install and service magnetic starters.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
5. Install and service relays.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
6. Install and service protective devices.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
7. Install and service defrost components.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
8. Install and test capacitors.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
9. Install and test transformers.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
10. Install and service ignition systems.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
11. Install and service humidistats.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
12. Install and service electronic air cleaners.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5

Refrigeration & Comfort Cooling Mechanical Equipment

1. Interpret plans.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
2. Install and service condensing units.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
3. Install and service evaporator units.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
4. Install and service chilled water coils.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
5. Install and service refrigerant controls.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
6. Install and service remote condensers.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
7. Install and service compressors.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
8. Install and service heat pumps.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
9. Install walk in coolers and freezers.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
10. Install and insulate tubings and pipings.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
11. Install and service valves.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
12. Leak test, evacuate, and charge systems.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5

Order of  
Importance to New  
Employee

How Soon After  
Starting Job Does  
Employee Use Skill

How Often Does  
The New Employee  
Use Skill

- |                        |                      |             |
|------------------------|----------------------|-------------|
| 1. Extremely Important | 1. Within first week | 1. Daily    |
| 2. Very Important      | 2. After 3 months    | 2. Weekly   |
| 3. Important           | 3. After 9 months    | 3. Monthly  |
| 4. Some Importance     | 4. After 1 year      | 4. Yearly   |
| 5. Not Important       | 5. Not Used          | 5. Not Used |
| 6. Not Used            |                      |             |

13. Start up systems.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
14. Install and service evaporative coolers.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
15. Install and service ice machines.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
16. Install and service multi-temp. systems.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
17. Install and service water coolers.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
18. Install and service pumps.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
19. Balance systems.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5

Maintenance of Heating Equipment

1. Interpret plans.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
2. Install and service heat pumps.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
3. Install and service forced air furnaces.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
4. Install and service electric resistance duct heaters.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
5. Install and service hydronic systems.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
6. Size and install flue vents.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
7. Install and repair fuel and water pipings.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
8. Install and test thermocouples.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
9. Install and service oil burners.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
10. Install and service converters.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
11. Balance Systems.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5

Maintenance of Air Conditioning Equipment

1. Interpret plans.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
2. Install and service fans and blowers.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
3. Install and service exhaust components.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
4. Install and service makeup air components.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
5. Install and service humidifiers.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
6. Install and service dehumidifiers.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
7. Install and service air filters.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
8. Install and service economizers.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
9. Install and service heat recovery units.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
10. Install ductwork and dampers.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
11. Balance air flow.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
12. Install and service reheat coils.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5

Order of  
Importance to New  
Employee

How Soon After  
Starting Job Does  
Employee Use Skill

How Often Does  
The New Employee  
Use Skill

- |                        |                      |             |
|------------------------|----------------------|-------------|
| 1. Extremely Important | 1. Within first week | 1. Daily    |
| 2. Very Important      | 2. After 3 months    | 2. Weekly   |
| 3. Important           | 3. After 9 months    | 3. Monthly  |
| 4. Some Importance     | 4. After 1 year      | 4. Yearly   |
| 5. Not Important       | 5. Not Used          | 5. Not Used |
| 6. Not Used            |                      |             |

### Control Systems

1. Interpret plans.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
2. Interpret wiring diagrams and schematics.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
3. Install and service pneumatic control systems.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
4. Test and replace electronic controls.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
5. Install and service sequencing and timing devices.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
6. Install and service temperature controls.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
7. Install and service pressure controls.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
8. Install and service humidity controls.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
9. Install and service defrost timer controls.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
10. Install and service fan and limit controls.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
11. Install and service test transformers.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5

### Sheetmetal Fabrication

1. Use hand tools.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
2. Produce hand former flanges.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
3. Fit T-joints.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
4. Produce edges, seams, notches.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
5. Use parallel line method.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
6. Utilize triangulation methods.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
7. Use bar folder.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
8. Use hand brake.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
9. Use slip roll forming machine.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
10. Use squaring shears.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
11. Use crimping machine.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
12. Select and install rivets.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
13. Use spot welder.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
14. Lay out and install round and rectangular duct work.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
15. Size ductwork.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5

Order of  
Importance to New  
Employee

How Soon After  
Starting Job Does  
Employee Use Skill

How Often Does  
The New Employee  
Use Skill

- |                        |                      |             |
|------------------------|----------------------|-------------|
| 1. Extremely Important | 1. Within first week | 1. Daily    |
| 2. Very Important      | 2. After 3 months    | 2. Weekly   |
| 3. Important           | 3. After 9 months    | 3. Monthly  |
| 4. Some Importance     | 4. After 1 year      | 4. Yearly   |
| 5. Not Important       | 5. Not Used          | 5. Not Used |
| 6. Not Used            |                      |             |

### Related Skills

1. Use safety practices.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
2. Consult with peers.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
3. Consult with clients.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
4. Consult with craftspersons and technicians.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
5. Communicate with supervising personnel.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
6. Provide verbal interpretation of projects.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
7. Provide graphic representation of projects.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
8. Exhibit profession work attitude.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
9. Show leadership ability.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
10. Demonstrate active learning skills.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
11. Use service and parts literature.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
12. Demonstrate business skills - invoices, inventory, warranty forms.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
13. Adhere to national, state, and local codes.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
14. Use basic math skills.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
15. Use geometry.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
16. Use trigonometry.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
17. Calculate heat loads.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
18. Make engineering calculations.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
19. Prepare memos and letters.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
20. Develop written instructions.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
21. Submit requisitions.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
22. Submit technical writings.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
23. Generate work sheets.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5
24. Prepare cost estimates.	1	2	3	4	5	6	1	2	3	4	5	1	2	3	4	5





# EASTERN IOWA COMMUNITY COLLEGE DISTRICT

306 West River Drive, Davenport, Iowa 52801-1221

## AUTO BODY REPAIR

The purpose of this survey is to assist the Eastern Iowa Community College District in gathering information about employment trends and educational needs in the auto body repair field. Your response will help to provide direction to our future programming efforts. The names of firms and businesses replying will not be released. We appreciate the time you will take to complete this survey.

### SECTION A

**DESCRIPTIVE DATA:** Please circle the number of the response which reflects your answer to the following questions or provide the information requested.

For Data  
Processing  
Use Only

1. Do you presently employ personnel in the automotive collision repair and/or refinishing industry?
1. Yes
  2. No

If no, your answers to this survey are complete. Please return survey in enclosed pre-stamped envelope.

1 2-1

2. Please indicate which of the following best describes the nature of your firm as it relates to the collision repair industry. (Circle one)
1. Independent auto collision repair shop
  2. Automotive dealership
  3. Specialty shop (custom, fiberglass, painting, etc.)
  4. Commercial fleet company
  5. Other (Please specify) \_\_\_\_\_

3-(2-3)

(4-5)

(6-7)

(8-9)

(10-11)

(12-13)

(14-15)

(16-17)

3. How many of your employees are employed in each of the following job classifications.
- \_\_\_\_\_ 1. Painter
  - \_\_\_\_\_ 2. Painters Helper
  - \_\_\_\_\_ 3. Heavy collision repair specialist
  - \_\_\_\_\_ 4. Heavy collision repair helper
  - \_\_\_\_\_ 5. Frame and alignment specialist
  - \_\_\_\_\_ 6. Combination repairs (repair and refinishing)
  - \_\_\_\_\_ 7. A "team" concept is used
  - \_\_\_\_\_ 8. Other \_\_\_\_\_

- 4-(18-23) 4. What type of equipment do you currently utilize for repairing collision damaged vehicles? (Circle all that apply)
- (-18) 1. Pull dozer
  - (-19) 2. Floor pot system
  - (-20) 3. Standard frame repair rack
  - (-21) 4. Universal bench system
  - (-22) 5. Dedicated bench system
  - (-23) 6. This work is sub-leased

## SECTION B

PERSONNEL DATA: PLEASE circle the number of the response which reflects your answer to the following questions or provide the information requested.

- 5-(24-25) 5. What is the average annual salary of the automotive collision repair employees in your firm in their respective grouping.
- Entry level (1st Year) (Circle one)
- (-24) 1. Less than \$12,000
  - 2. \$12,000 to 14,999
  - 3. \$15,000 to \$17,999
  - 4. \$18,000 to 20,999
  - 5. \$21,000 or more
- Experienced Technician (Circle one)
- (-25) 1. Less than \$15,000
  - 2. \$15,000 to \$17,999
  - 3. \$18,000 to \$20,999
  - 4. \$21,000 to \$24,999
  - 5. \$25,000 or more
- 6-26 6. What is the primary method used to compensate your employees? (Circle one)
- 1. Hourly rate
  - 2. Hourly rate with incentive
  - 3. Commission
  - 4. Team concept
  - 5. Other (Please specify) \_\_\_\_\_
- 7-27 7. What is the minimum educational level preferred of full-time, entry-level auto collision repair technicians?
- 1. Less than high school graduate
  - 2. High school graduate
  - 3. Post-secondary/Vocational attendance (Community College/Trade school)
  - 4. Completion of post secondary/vocational program (Community College/Trade school)
  - 5. Other (Please specify) \_\_\_\_\_

8-28

8. How much work experience do you normally require of your newly hired auto collision repair technician? (Circle one)

- 1. None
- 2. Less than 1 year
- 3. 1 to 2 years
- 4. 2 to 3 years
- 5. More than 3 years

9-(29-52)

9. What are your present and projected job openings for collision repair and refinishing personnel in your firm within each of the following job classifications?

	Combination Repair Technician	Painter	Heavy Collision Repair Specialist
(29-34) Current openings	_____	_____	_____
(35-40) Openings between now and December 31, 1986	_____	_____	_____
(41-46) Expected openings in 1987	_____	_____	_____
(47-52) Expected openings in 1988	_____	_____	_____

### SECTION C

EMPLOYMENT PROJECTIONS/TRENDS: Please circle the number of the response which reflects your answer to the following questions or provide the information requested.

10-(53-60)

10. Please indicate which of the following methods you employ in training and upgrading your personnel? (Please circle all that apply)

- (-53) 1. On-the-job training
- (-54) 2. External training seminars (I-CAR etc.)
- (-55) 3. In-house training seminars by technical service reps.
- (-56) 4. Factory service schools
- (-57) 5. Local collision repair associations
- (-58) 6. The Community College
- (-59) 7. No training is provided
- (-60) 8. Other (please specify) \_\_\_\_\_

11-61

11. How many of your personnel have completed 50% or more of the I-CAR training program? (Indicate number)

- (61-62) 1. Less than 50% \_\_\_\_\_
- (63-64) 2. More than 50% \_\_\_\_\_

12. To what professional associations, or affiliations do your employees belong?

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13. What specific courses/seminars/workshops, etc. for automotive collision repair personnel might we at Eastern Iowa Community College District offer to meet your future training needs?

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14. What specific courses/seminars/workshops, etc. for repair shop owners, managers and proprietors might we at Eastern Iowa Community College District offer to meet your future training needs.

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We welcome any comments \_\_\_\_\_

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THANK YOU. Please return the survey to us in the enclosed postage paid envelope.



# EASTERN IOWA COMMUNITY COLLEGE DISTRICT

## DIESEL TECHNOLOGY SURVEY

The purpose of this survey is to assist the Eastern Iowa Community College District in gathering information about future job demand for diesel technicians. Your response will help to provide direction to our future programming efforts. The names of firms and businesses replying will not be released. We appreciate the time you will take to complete this survey.

- I 1 1. Do you employ diesel service technicians?  
1. Yes  
2. No
- If no, your answers to this survey are complete. Please return survey in enclosed pre-stamped envelope.
- 2 2. Which of the following could best describe your business?  
1. Trucking fleet  
2. Truck dealership  
3. Independent repair shop  
4. Other: \_\_\_\_\_
- 3-5 3. Of the total number of employees, how many are employed in diesel engine truck repair and maintenance (diesel mechanics)?  
\_\_\_\_\_
- 6-10 4. Select all the types of equipment your diesel service technicians work on. (Select all that apply.)  
1. Diesel car engines  
2. Diesel truck engines  
3. Heavy construction equipment (i.e. roadgraders ...)  
4. Industrial equipment (i.e. forktrucks)  
5. Buses
- 11 5. By what method are these employees compensated?  
1. Hourly rate  
2. Flat rate  
3. Salary  
4. Salary plus commission  
5. Hourly wage plus commission  
6. Other: \_\_\_\_\_
- 12 6. What is the expected yearly compensation paid by your business to a full-time entry-level diesel service technician?  
1. Less than \$8,000 per year  
2. \$8,000-\$9,999 per year  
3. \$10,000-\$11,999 per year  
4. \$12,000-\$14,999 per year  
5. \$15,000 and above

- 13 7. For your entry-level diesel service technicians, what level of education do you prefer?
1. Less than high school completion
  2. High school completion
  3. Completion of a vocational-technical automotive program
  4. Completion of a vocational-technical diesel program
  5. Completion of a vocational-technical program in both automotive and diesel.

- 14 8. Where do your diesel service technicians receive their training/ updating once they are on the job?
1. On-the-job training (by supervisor)
  2. Factory service schools
  3. Community college technical schools
  4. Other: \_\_\_\_\_

- 15 9. Do you require some type of certification of your entry-level diesel service technicians?
1. Yes
  2. No

If yes, what type(s) of certification do you require?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

- 16 10. How much previous experience do you require of entry-level diesel service technicians?
1. Less than one year
  2. One year to two years
  3. More than two years

11. What are your present projected employment needs for diesel service technicians.

17-18 Number of present openings \_\_\_\_\_.

19-20 Number of projected openings in 1987 \_\_\_\_\_.

21-22 Number of projected openings in 1988 \_\_\_\_\_.

23-24 Number of projected openings in 1989 \_\_\_\_\_.

- 25 12. Do your diesel service technicians presently utilize computerized equipment in the diagnosis repair of diesel-related problems?
1. Yes
  2. No

- 26 13. Have you ever hired students graduates of Scott Community College's diesel technology program?
1. Yes
  2. No

- 27 14. Would you be interested in a field-based learning program (cooperative effort between your business and our college) involving students from Scott Community College?
1. Yes
  2. No

15. If you are interested in a field-based learning program or in having the Scott Community College Placement Office contact your firm or business about qualified graduates of the Diesel Technology Program, please list the name of the appropriate contact person:

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(Name) (Company) (Phone Number)

16. What specific courses/seminars/workshops for diesel technicians might we at Scott Community College offer to meet your future training needs?

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# EASTERN IOWA COMMUNITY COLLEGE DISTRICT

306 West River Drive, Davenport, Iowa 52801-1221

## FARM MANAGEMENT SURVEY

The purpose of this survey is to assist the Eastern Iowa Community College District in gathering information about employment trends and educational needs in the farm management field. Your response will help to provide direction to our future programming efforts. The names of firms and businesses replying will not be released. We appreciate the time you will take to complete this survey.

### SECTION A

**DESCRIPTIVE DATA:** Please circle the number of the response which reflects your answer to the following questions or provide the information requested.

For Data  
Processing  
Use Only  
1 1-1

1. Choose one of the following which best describes your farm. (Circle one)
  1. Sole proprietorship
  2. Family partnership
  3. Partnership with non-family member
  4. Family farm corporation
  5. Corporation - non-family
  6. Other \_\_\_\_\_
  
2. Which of the following best represents the primary end-product(s) of your farm. (Circle all that apply)
  1. Dairy products
  2. Corn
  3. Beans
  4. Feeder pigs
  5. Slaughter hogs
  6. Feeder cattle
  7. Slaughter cattle
  8. Truck farm
  9. Hay/forages
  10. Other \_\_\_\_\_
  
3. Is farming your major source of income?
  1. Yes
  2. No

2-2,12

-2

-3

-4

-5

-6

-7

-8

-9

-10

-11,12

3-13



4-14

4. Select the county in which your farm operation is located:
1. Louisa
  2. Muscatine
  3. Scott
  4. Cedar
  5. Clinton
  6. Jackson
  7. Illinois counties
  8. Other \_\_\_\_\_

**SECTION 2**

**PERSONNEL DATA:** Please circle the number of the response which reflects your answer to the following questions or provide the information requested.

5-15

5. Will offspring or relatives be joining your farm operation?
1. Yes
  2. No
  3. I hope so, but I doubt it
  4. I hope not, but probably
  5. Unknown/No Opinion
  6. Other \_\_\_\_\_

6-16,19

6. How many non-family members are employed in your farm operation?
1. Full-Time \_\_\_\_\_
  2. Part-Time \_\_\_\_\_

-16,17

-18,19

7-20

7. In what minimum level of agriculture-related education will they participate? (Circle one)
1. Completion of high school ag-related program
  2. Completion of two-year community college ag-related program
  3. Completion of four-year university ag-related program
  4. No ag-related education
  5. Other \_\_\_\_\_

8-21

8. What is your preferred method of training/education for new members of your farm operation? (Circle one)
1. Feed, fertilizer, seed, ag chemical company sponsored workshops
  2. Farm machinery company sponsored workshops
  3. Extension service seminars/workshops
  4. Community college adult/continuing education
  5. University sponsored continuing education
  6. Other \_\_\_\_\_

- 9-22 9. Have you participated in Muscatine Community College's Farm Management Co-operative Education program by employing an MCC student?
1. Yes
  2. No
  3. Have not heard of program
- 10-23 10. Describe your attitude concerning your participation in Muscatine Community College's co-operative education program?
1. Very favorable
  2. Favorable
  3. Neither favorable or unfavorable
  4. Unfavorable
  5. Very unfavorable
  6. No opinion

**SECTION C**

TRENDS: Please circle the number of the response which reflects your answer to the following questions or provide the information requested.

- 11-24,28 11. In the next few years, will your farm operation be diversifying into any of the following areas? (Circle all that apply).
1. Truck farming
  2. Seed sales
  3. Specialty markets
  4. Other \_\_\_\_\_
  5. Other \_\_\_\_\_

-24  
-25  
-26  
-27  
-28

29,31

12. What types of education will be most important for a person considering a future in farm management or agri-business.
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

13. What specific courses/seminars/workshops etc. might we at Eastern Iowa Community College District offer to meet your future education needs?
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

14. We welcome your comments:

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THANK YOU. Please return the survey to us in the enclosed postage paid envelope.

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# EASTERN IOWA COMMUNITY COLLEGE DISTRICT

306 West River Drive, Davenport, Iowa 52801-1221

## FEED & FERTILIZER MARKETING TECHNOLOGY

The purpose of this survey is to assist the Eastern Iowa Community College District in gathering information about employment trends and educational needs in the feed and fertilizer marketing field. Your response will help to provide direction to our future programming efforts. The names of firms and businesses replying will not be released. We appreciate the time you will take to complete this survey.

### SECTION A

**DESCRIPTIVE DATA:** Please circle the number of the response which reflects your answer to the following questions or provide the information requested.

For Data  
Processing  
Use Only

I(1-1,11)

(-1)

(-2)

(-3)

(-4)

(-5)

(-6)

(-7)

(-8)

(-9)

(-10,11)

(-12,13)

(2-14,15)

(3-16,17)

1. Please select the appropriate description of your business. (Circle all that apply)
  1. Retail feed sales
  2. Wholesale feed sales
  3. Retail fertilizer sales
  4. Wholesale fertilizer sales
  5. Retail chemical sales
  6. Wholesale chemical sales
  7. Retail grain/seed sales
  8. Wholesale grain/seed sales
  9. Lawn care services
  10. Hardware, tires, batteries and accessories
  11. Other \_\_\_\_\_
  
2. What is the total number of employees in your firm or business? \_\_\_\_\_
  
3. What is the total number of feed and fertilizer marketing personnel employed by your business? \_\_\_\_\_

(4-18)

4. Select the location of your business.
1. Louisa County, Iowa
  2. Muscatine County, Iowa
  3. Cedar County, Iowa
  4. Muscatine County, Iowa
  5. Scott County, Iowa
  6. Clinton County, Iowa
  7. Jackson County, Iowa
  8. Rock Island County, Illinois
  9. Other \_\_\_\_\_

## SECTION B

PERSONNEL DATA: PLEASE circle the number of the response which reflects your answer to the following questions or provide the information requested.

(5-19)

5. By what method are your feed and fertilizer marketing personnel compensated?
1. Hourly wage
  2. Salary
  3. Commission
  4. Hourly wage plus commission
  5. Salary plus commission
  6. Other \_\_\_\_\_

(6-20)

6. What is the expected yearly compensation paid by your business for a full-time entry-level feed and fertilizer marketing specialist?
1. Less than \$10,000 per year
  2. \$10,000 - \$12,999 per year
  3. \$13,000 - \$15,999 per year
  4. \$16,000 - \$17,999 per year
  5. \$18,000 - \$19,999 per year
  6. More than \$20,000 per year

(7-21)

7. What is the minimum education level required of full-time entry-level feed, fertilizer, grain and seed marketing personnel?
1. Less than high school completion
  2. High school completion
  3. Post-secondary attendance
  4. Two-year associate degree
  5. Four-year bachelor's degree
  6. Other \_\_\_\_\_

(8-22)

8. How much previous feed and fertilizer marketing experience do you normally require of entry-level personnel?
1. None
  2. Less than one year
  3. One to two years
  4. More than two years

- (9-23,34) 9. What are the employment projections for feed and fertilizer marketing personnel in your business.
- |                                     | Full-Time | Part-Time |
|-------------------------------------|-----------|-----------|
| 1. Immediate job openings           | _____     | _____     |
| 2. Anticipated job openings in 1987 | _____     | _____     |
| 3. Anticipated job openings in 1988 | _____     | _____     |
- (-23,26)  
(-27,30)  
(-31,34)
- (10-35) 10. Please describe the type of training (updating) you employ most for your feed and fertilizer marketing personnel. (Circle one)
1. Extension service
  2. Community college adult/continuing education
  3. Company-sponsored workshops
  4. Association sponsored workshops
  5. Other \_\_\_\_\_
- (11-36) 11. Have you ever participated in Muscatine Community College's Feed & Fertilizer Marketing Technology Cooperative Education Program?
1. Yes
  2. No
  3. Have never heard of program
- (12-37) 12. If yes, describe your attitude concerning your participation in this program.
1. Very favorable
  2. Favorable
  3. Neither favorable or unfavorable
  4. Unfavorable
  5. Very unfavorable

**SECTION C**

TRENDS: Please circle the number of the response which reflects your answer to the following questions or provide the information requested.

- (13-38,42) 13. Select the areas your business may diversify into the future. (Circle all that apply)
1. Consulting services for crops
  2. Recordkeeping for farm management
  3. Fertilizer recommendations
  4. Other product lines \_\_\_\_\_
  5. Other \_\_\_\_\_
- (-38)  
(-39)  
(-40)  
(-41)  
(-42)

(-43,45)



14. In the future, what types of jobs do you foresee being the most prevalent in agri-business?

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15. Considering the future of agri-business, what types of training/education will be most important?

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16. What specific courses/seminars/workshops etc. might we at Eastern Iowa Community College District offer to meet your future training/education needs?

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17. We welcome your comments:

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THANK YOU. Please return the survey to us in the enclosed postage paid envelope.



# EASTERN IOWA COMMUNITY COLLEGE DISTRICT

306 West River Drive, Davenport, Iowa 52801-1221

## SECRETARIAL/CLERICAL MARKET RESEARCH SURVEY

The purpose of this survey is to assist the Eastern Iowa Community College District in gathering information about employment trends and educational needs in the secretarial/clerical field. Your response will help to provide direction to our future programming efforts. The names of firms and businesses replying will not be released. We appreciate the time you will take to complete this survey.

### SECTION A

**DESCRIPTIVE DATA:** Please circle the number of the response which reflects your answer to the following questions or provide the information requested.

For Data  
Processing;  
Use Only  
I(1-1,2)

1. Please identify your type of business
  1. Business/Manufacturing
  2. Business/Service
  3. Hospital/Health Care Facility
  4. School
  5. Insurance
  6. Banking
  7. Real Estate
  8. Government
  9. Utility
  10. Other \_\_\_\_\_

(2-3,6)

2. Please list the total number of employees at your business or institution? \_\_\_\_\_

(3-7)

3. Do you presently employ secretarial/clerical personnel at your business or institution.
  1. Yes
  2. No

If "No", your answers to this survey are complete. Please return this survey to us in the enclosed envelope.



## SECTION B

PERSONNEL DATA: Please circle the number of the response which reflects your answer to the following questions or provide the information requested.

- (4-8,10) 4. How many secretarial/clerical personnel do you employ overall at your business or institution ? \_\_\_\_\_
- (5-11,38) 5. How many secretarial/clerical personnel do you employ at your business or institution in the following job categories:
- 11,12 1. Executive Secretaries \_\_\_\_\_
  - 13,14 2. Administrative Assistants \_\_\_\_\_
  - 15,16 3. Office Managers \_\_\_\_\_
  - 17,18 4. Secretaries \_\_\_\_\_
  - 19,20 5. Typists \_\_\_\_\_
  - 21,22 6. Receptionists \_\_\_\_\_
  - 23,24 7. Word Processors \_\_\_\_\_
  - 25,26 8. Legal Secretary \_\_\_\_\_
  - 27,28 9. Medical Secretary \_\_\_\_\_
  - 29,30 10. Clerk/Typists \_\_\_\_\_
  - 31,32 11. File Clerks \_\_\_\_\_
  - 33,34 12. Medical Transcriptionist \_\_\_\_\_
  - 35,36 13. Data Entry Clerk \_\_\_\_\_
  - 37,38 14. Other \_\_\_\_\_
- (6-39) 6. Please indicate the entry-level hourly salary range for secretarial/clerical personnel at your business or institution. (Circle one)
- 1. \$3.35 - \$3.99 per hour
  - 2. \$4.00 - \$4.99 per hour
  - 3. \$5.00 - \$5.99 per hour
  - 4. \$6.00 - \$6.99 per hour
  - 5. \$7.00 - \$7.99 per hour
  - 6. \$8.00 - \$8.99 per hour
  - 7. \$9.00 - \$9.99 per hour
  - 8. \$10.00 per hour or more
- (7-40) 7. What is the minimum educational level you normally require for secretarial/clerical personnel? (Circle one)
- 1. Less than high school diploma
  - 2. High school diploma
  - 3. Post-secondary attendance
  - 4. Post-secondary vocational program completion
  - 5. Bachelor's degree
- (8-41) 8. How much previous experience do you normally require of an entry-level secretarial/clerical position. (Circle one)
- 1. None
  - 2. Less than one year
  - 3. One to two years
  - 4. More than two years

# SECTION C

**TRENDS:** Please circle the number of the response which reflects your answer to the following questions or provide the information requested.

II(9-1,80)

9. How many openings in the following job categories do you anticipate?

		Present	1987	1988	1989
-1,8	1. Executive Secretaries	_____	_____	_____	_____
-9,16	2. Administrative Assistants	_____	_____	_____	_____
-17,24	3. Office Managers	_____	_____	_____	_____
-25,32	4. Secretaries	_____	_____	_____	_____
-33,40	5. Typists	_____	_____	_____	_____
-41,48	6. Receptionists	_____	_____	_____	_____
-49,56	7. Word Processors	_____	_____	_____	_____
-57,60	8. Legal Secretary	_____	_____	_____	_____
-61,64	9. Medical Secretary	_____	_____	_____	_____
-65,68	10. Clerk/Typists	_____	_____	_____	_____
-69,72	11. File Clerks	_____	_____	_____	_____
-73,76	12. Medical Transcriptionist	_____	_____	_____	_____
-77,80	13. Data Entry Clerk	_____	_____	_____	_____
	14. Other _____	_____	_____	_____	_____

III(10-1)

10. When you want to update the skills of secretarial/clerical personnel, what is the most preferred method. (Circle one)

1. On-the-job training (by supervisor)
2. In-house training department workshop/classes
3. Professional association workshop/classes
4. Community College/Continuing Education workshop/classes
5. College-sponsored workshops/classes for credit
6. Private vendor training

(11-2,8)

11. Have you ever participated in Eastern Iowa Community College District's Secretarial/Clerical Co-op Education program?

		Yes	No
-2,3	1. Muscatine Community College	_____	_____
-4,5	2. Scott Community College	_____	_____
-6,7	3. Clinton Community College	_____	_____

-8

If "Yes", describe your attitude concerning your participation in this program.

1. Very favorable
2. Favorable
3. Neither favorable or unfavorable
4. Unfavorable
5. Very unfavorable
6. Have never heard of programs

(12-9) 12. If you would be interested in learning more about EICCD's Co-op Education's programs please list the person to contact at your business or institution.

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(13-10,15) 13. Have you ever hired a graduate of Eastern Iowa Community College District's Secretarial/Clerical program?

Yes No

-10,11  
-12,13  
-14,15

- 1. Muscatine Community College      \_\_\_  \_\_\_
- 2. Scott Community College         \_\_\_  \_\_\_
- 3. Clinton Community College        \_\_\_  \_\_\_

(14-16) 14. Do you encourage your secretarial personnel to take the Certified Professional Secretary examination?

- 1. Yes
- 2. No

-17,19

15. What specific courses/seminars/workshops etc. might we at Eastern Iowa Community College District offer to meet your future training/education needs?

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16. We welcome your comments

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THANK YOU. Please return the survey to us in the enclosed postage paid envelope.



# EASTERN IOWA COMMUNITY COLLEGE DISTRICT

## ACCOUNTING TECHNOLOGY SURVEY

The purpose of this survey is to assist the Eastern Iowa Community College District in gathering information about future job demand for accounting technicians. Your response will help to provide direction to our future programming efforts. The names of firms and businesses replying will not be released. We appreciate the time you will take to complete this survey.

- I 1 1. Do you presently employ accounting technicians in your firm or business?
1. Yes
  2. No

If no, your answers to this survey are complete. Please return survey in enclosed pre-stamped envelope.

- 2 2. Which of the following would best describe your business. (select one)
1. Service
  2. Manufacturing
  3. Retail
- 3-5 3. Of the total number of employees, how many are employed as accounting technicians? \_\_\_\_\_.
- 6 4. What is the expected yearly compensation paid by your business to a full-time entry-level accounting technician? (select one)
1. Less than \$10,000 per year
  2. \$10,000 - \$11,999 per year
  3. \$12,000 - \$14,999 per year
  4. \$15,000 - \$16,999 per year
  5. \$17,000 - \$19,999 per year
  6. \$20,000 or above
- 7 5. For your entry-level accounting technician what level of education do you prefer? (select one)
1. High school diploma.
  2. Post-secondary/Vocational attendance (Community College/Trade school)
  3. Post-secondary/Vocational program (2-year) diploma.
  4. Four year university degree
  5. Other \_\_\_\_\_

8 6. How much previous experience do you require of entry-level accounting technicians? (select one)  
1. Less than one year  
2. One year to two years  
3. More than two years  
4. None

9 7. By what method are your newly-hired accounting technicians trained/updated. (select one)  
1. On-the-job training (by supervisor)  
2. Internal training program  
3. External training program  
4. Community college/technical school  
5. Other \_\_\_\_\_

10 8. Does your firm or business currently use computers for accounting tasks? (select one)  
1. Yes  
2. No

11 9. If yes, what type? (select one)  
1. Mainframe computer  
2. Mini computer  
3. Micro computer (P.C.)

12-17 10. What types of software do you currently use for accounting tasks. (Select all that apply).

- Lotus 1-2-3
  - Supercalc
  - Multiplan
  - Visicalc
  - dBASEII
  - dBASE III
  - Symphony
  - Microsoft Works
  - Appleworks
  - Excel
  - JAZZ
  - Systat
  - R:BASE 4000
  - PFS:FILE
  - Revelation
  - Other (Please write in name of software used)
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11. What are your present/projected employment needs for accounting technicians?

28-29 Number of present openings: \_\_\_\_\_.  
30-31 Number of projected openings in 1987: \_\_\_\_\_.  
32-33 Number of projected openings in 1988: \_\_\_\_\_.

34 12. Has your firm or business ever hired a graduate of the Scott Community College Accounting Technology Program.  
1. Yes  
2. No.

13. If you are interested in having the Scott Community College Placement Office contact your firm or business, please list the name of the appropriate contact person.

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(Name) (Company) (Phone Number)

14. To what professional associations, or affiliations do your accounting technicians belong?

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15. What specific courses/seminars/workshops for accounting technicians might we at Scott Community College offer to meet your future training needs?

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We welcome any comments \_\_\_\_\_

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# EASTERN IOWA COMMUNITY COLLEGE DISTRICT

## PRINTING SURVEY

The purpose of this survey is to assist the Eastern Iowa Community College District in gathering information about employment trends and educational needs in the printing/graphic arts field. Your responses will help provide direction to our future programming efforts. The names of firms and businesses replying will not be released. We appreciate the time you will take to complete this survey.

Please indicate your response by circling the number corresponding to your choice or by providing the information requested.

1. Do you presently employ personnel trained in the printing/graphic arts field (typesetters, printers, artists) in your company or business?

1. Yes
2. No

If "No", your answers to this survey are complete. Please return this survey to us in the enclosed envelope.

- 1-3 2. Please list the total number of employees in your business. \_\_\_\_\_

- 4-6 3. Which of the following represent primary end product(s) or service performed at your company or business. Circle all that apply.

- 4 1. Service
- 5 2. Manufacturing
- 6 3. Retail

- 7 4. Of the total number of personnel employed in your business, how many are employed in the printing/graphic arts field?

1. 1-5
2. 6-10
3. 11-20
4. 21-30
5. 31-40
6. 41-50
7. 51 or more

8-31 5. Please indicate the NUMBER of personnel employed in each of the following job categories.

	<u>Job Categories</u>	<u>Number of Personnel Employed</u>
8-9	Pressmen	_____
10-11	Bindrymen	_____
12-13	Lithographers	_____
14-15	Cameramen	_____
16-17	Strippers	_____
18-19	Typesetters	_____
20-21	Keyliners	_____
22-23	Platemakers	_____
24-25	Graphic Artists	_____
26-27	Commercial Artists	_____
28-29	Paste up Artists	_____
30-31	Layout Artists	_____
	Other (please list) _____	_____
	Other (please list) _____	_____

32 6. In what county is your business or company located?

1. Scott
2. Clinton
3. Jackson
4. Cedar
5. Muscatine
6. Louisa
7. Rock Island
8. Other (please list) \_\_\_\_\_

33 7. What is the minimum level of education required of your entry level personnel hired in the printing/graphic arts field?

1. High School Diploma
2. One year post secondary diploma or certificate
3. Two year Associate Degree
4. Bachelor of Arts Degree
5. Post Bachelors coursework
6. Apprenticeship
7. Other (please specify) \_\_\_\_\_

34 8. What is the minimum level of printing/graphic art work experience required for an entry level position in your business?

1. No previous experience required
2. Less than one year
3. One to two years
4. More than two years



35

9. Which is the primary method used to compensate your printing/graphic arts employees excluding administration and office personnel. Circle one.

- 1. Hourly
- 2. Hourly rate with incentive
- 3. Team concept
- 4. Salary
- 5. Other (please specify) \_\_\_\_\_

36-47

10. What is the expected annual salary of entry level personnel in the following categories? Please check (✓) the appropriate entry level income range for each of the following applicable categories.

Position	Less than \$10,000	\$10,000 - 12,999	\$13,000 - 15,999	\$16,000 - 19,999	\$20,000 - 24,999	Over \$25,000
36 Pressmen						
37 Bindrymen						
38 Lithographers						
39 Cameramen						
40 Strippers						
41 Typesetters						
42 Keyliners						
43 Platemakers						
44 Graphic Artists						
45 Commercial Artists						
46 Past up Artists						
47 Layout Artists						
Other						
Other						

48

11. Do you provide additional education/training for your entry level printing/graphic arts personnel?

- 1. Yes
- 2. No

49-55

12. Please indicate which of the following methods you employ in the education/training of the entry level printing/graphic arts personnel. Check all that apply.

- 49 1. On the job training
- 50 2. Internal workshops/seminars
- 51 3. External workshops/seminars
- 52 4. Local Community College/Trade school
- 53 5. University/four year college
- 54 6. Professional association workshop classes
- 55 7. Other (please specify) \_\_\_\_\_

13. What professional associations or affiliations do your employees belong?

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14. How many openings in the following job categories do you anticipate?

Position	Present		1988		1989		1990	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
II 1-16 Pressmen								
17-32 Bindrymen								
33-48 Lithographers								
III 1-16 Cameramen								
17-32 Strippers								
33-48 Typesetters								
IV 1-16 Keyliners								
17-32 Platemakers								
33-48 Graphic Artists								
V 1-16 Commercial Artists								
17-32 Paste up Artists								
33-48 Layout Artists								
Other								
Other								

15. What specific courses/seminars/workshops etc. might we at Eastern Iowa Community College District offer to meet your future training/education needs?

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We welcome your comments. \_\_\_\_\_

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Please return this survey in the enclosed postage paid envelope. Thank you.