Participant Satisfaction Survey

Exploring Satisfaction with Workforce System Services

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WASHINGTON Workforce Training & Education Coordinating Board

Purpose & background of survey

State statute* directs the Workforce Board to survey participants to evaluate experiences, outcomes, and satisfaction with Washington workforce programs.

Research objectives of the Participant Survey

- Motivations for enrolling
- Needs and services
- Satisfaction
- Evaluate training content and effectiveness
- Measure outcomes
- Identify barriers to employment

*RCW 28C.18.060

Survey design & sample

Mixed-mode administration:

- Mail
- Telephone
- Online

English & Spanish

Administration

Social & Economic Sciences Research Center @ WSU
Data collection spanned Fall 2023 to Spring 2024
Randomly selected sample from nine workforce groups:

- Apprenticeship
- Professional Technical
- Worker Retraining
- Basic Education for Adults (BEdA)
- Integrated Basic Education and Skills Training (I-BEST)
- Workforce Innovation and Opportunity Act (WIOA) Title I-B
  - Adult
  - Dislocated Worker
  - Youth
- Private Vocational Schools

Response rate

	Response rate	Complete	Partial	Sampling error
Worker Retraining	**28.5%**	305	50	5%
I-BEST	**26.3%**	261	64	5%
Professional Technical	**22.6%**	233	56	5%
WIOA-Dislocated Worker	**20.8%**	203	39	6%
Apprentice	**19.0%**	193	51	6%
BEdA	**17.9%**	178	43	6%
Private Vocational School	**13.5%**	141	31	7%
WIOA-Adult	**13.3%**	128	28	7%
WIOA-Youth	**13.3%**	99	29	8%
Overall	**19.7%**	**1741**	**391**	**2%**

On our website - wtb.wa.gov/participant-survey/

(360) 709-4600 workforce@wtb.wa.gov

Workforce Training & Education Coordinating Board

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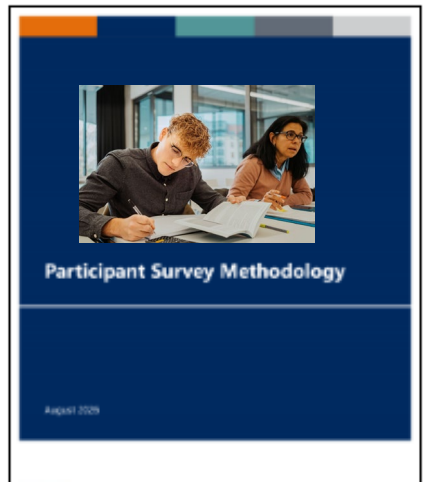
Participant Survey

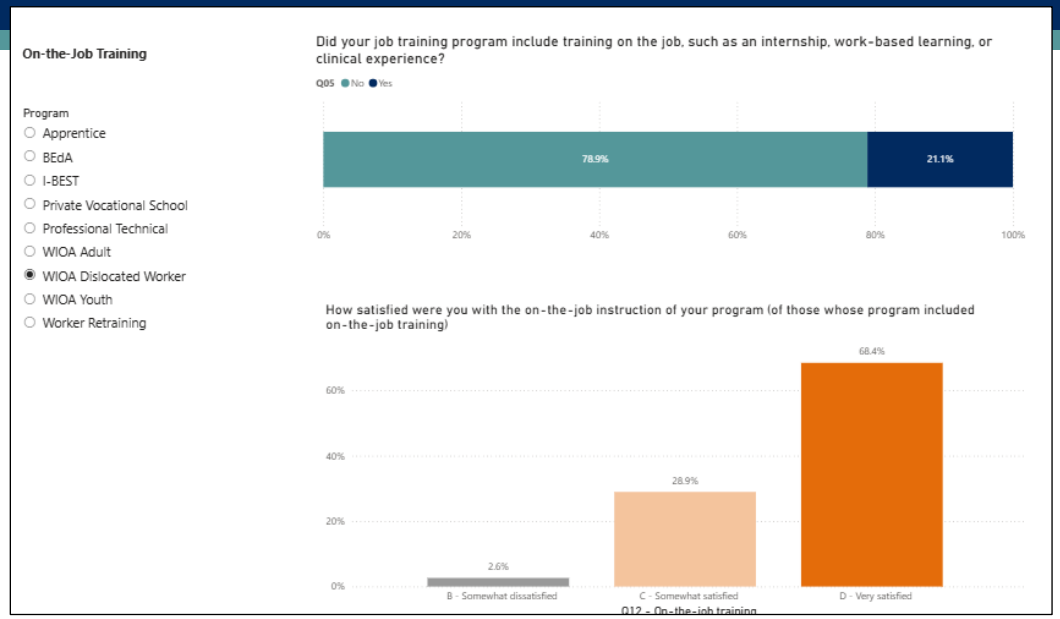
The Participant Survey collects information about the following Workforce System programs:

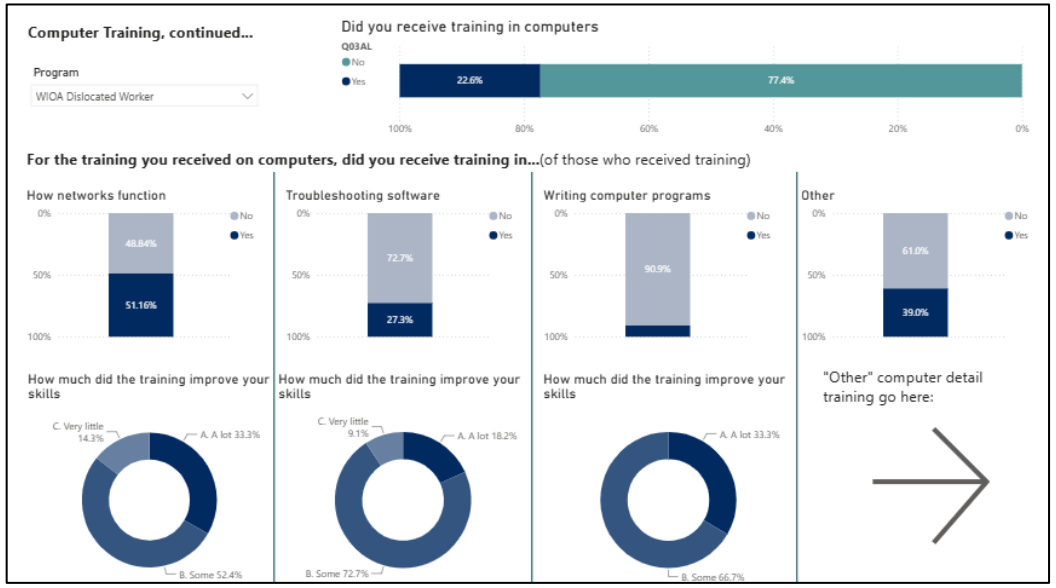
- Apprenticeship
- Professional-Technical Programs at Community and Technical Colleges
- Worker Retraining
- Basic Education for Adults (BEdA)
- Integrated Basic Education and Skills Training (I-BEST)

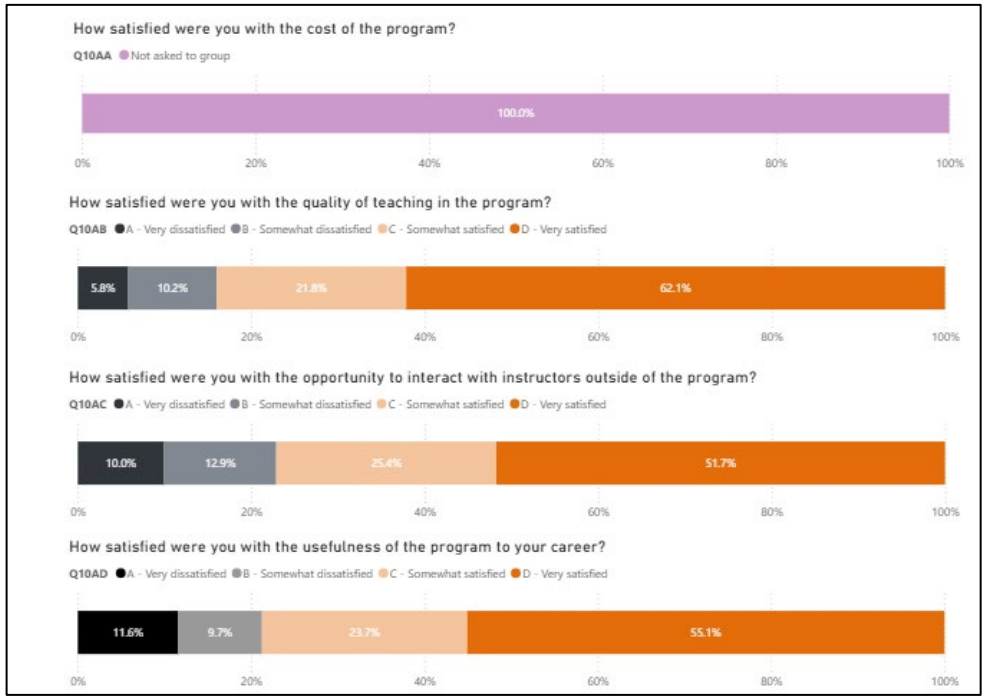


Now Online!

Includes a Power BI dashboard – Loads of detail







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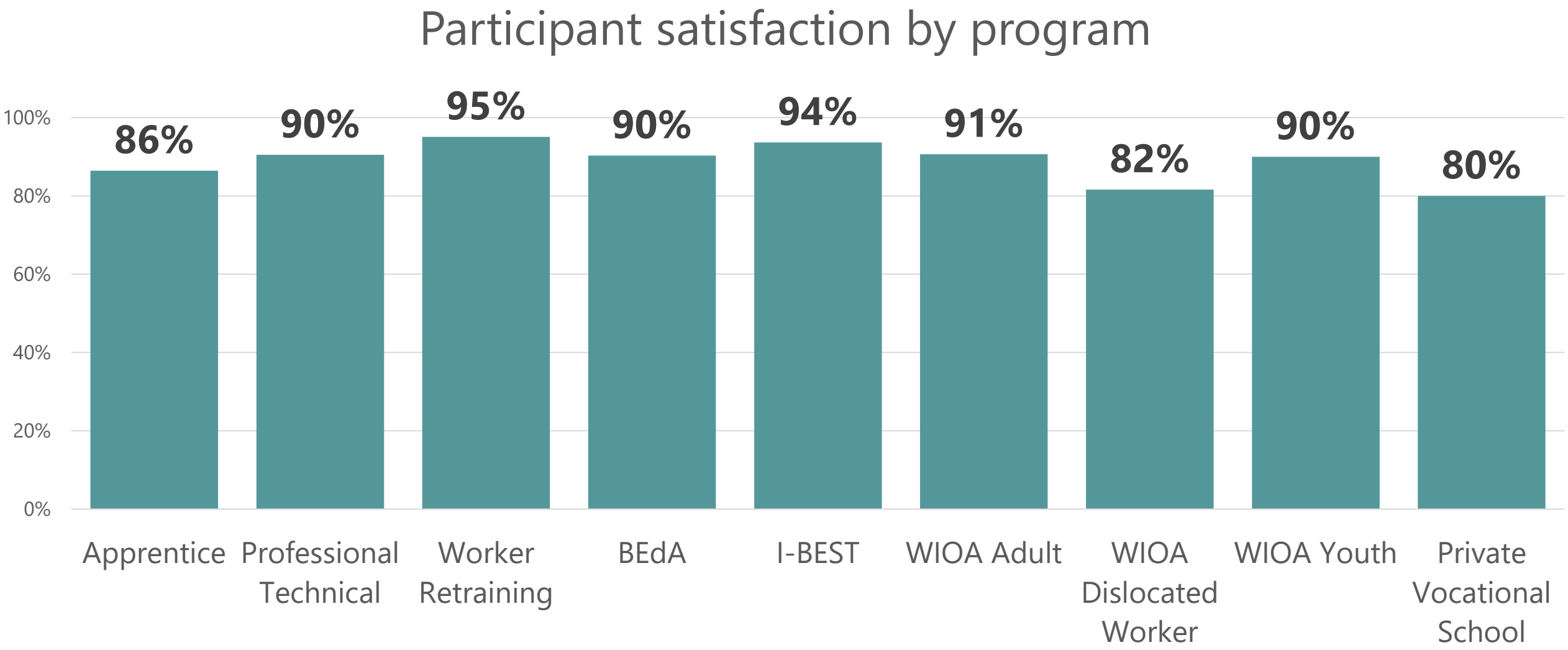
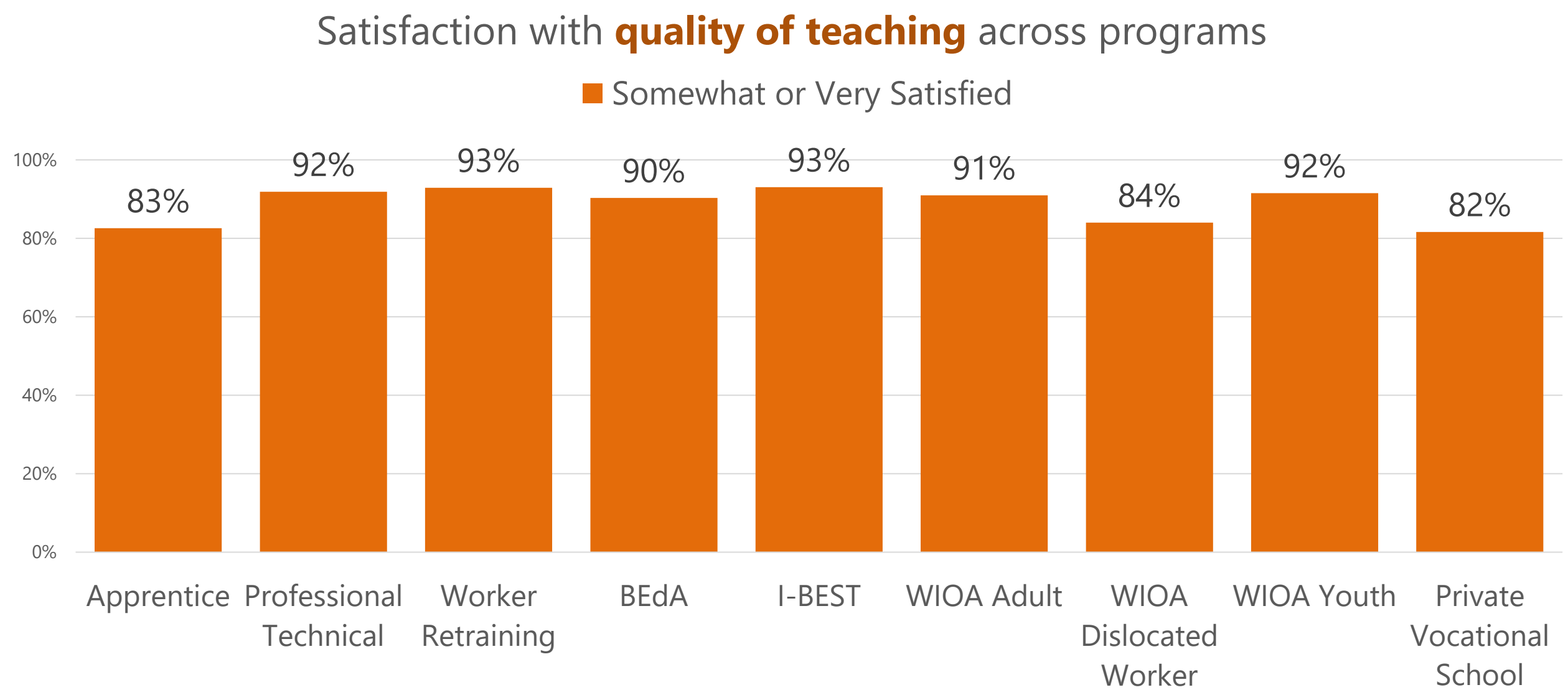
Overall satisfaction - great news across the board



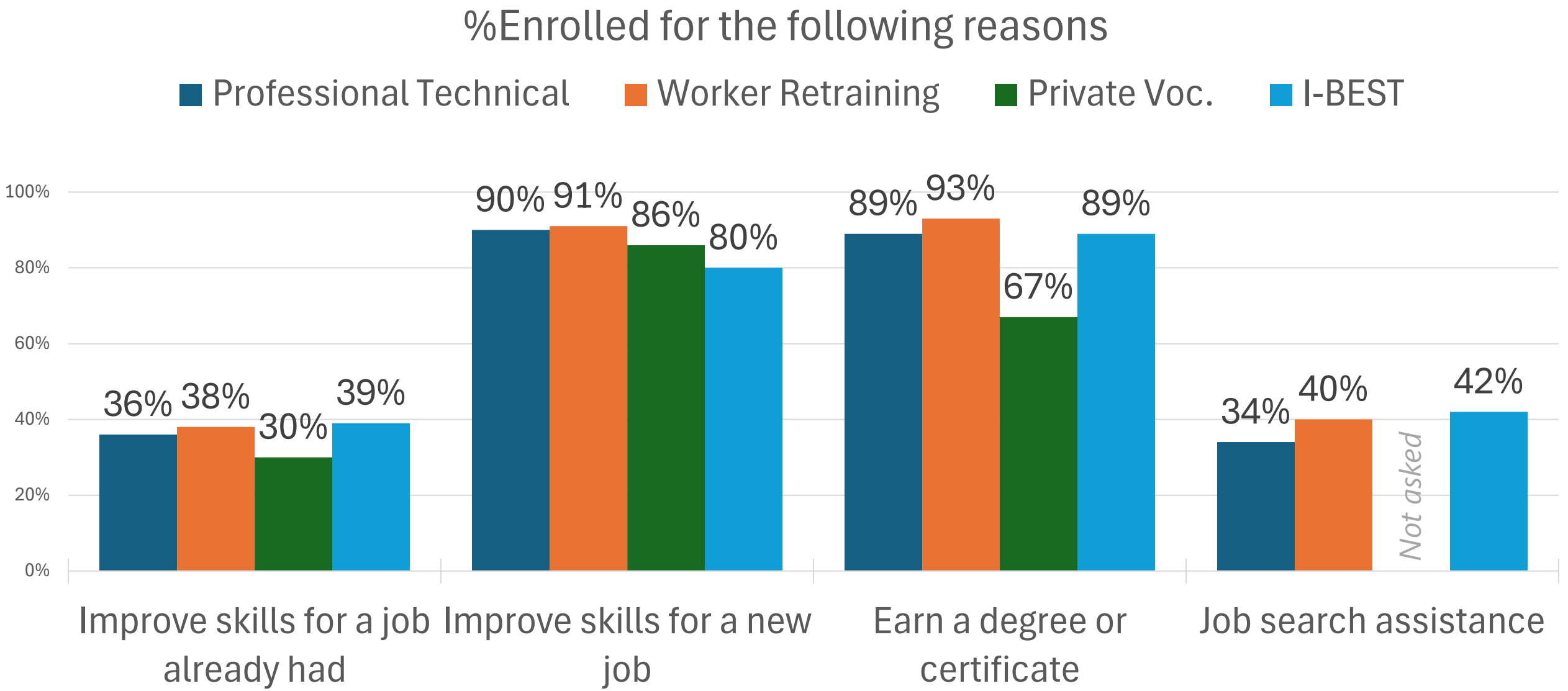
Percent Somewhat or Very Satisfied

High satisfaction with quality of teaching



On-the-job training satisfaction – more good news

Reasons to enroll – similarities that make sense



Employment services – often needed by participants

% who need service	**Career or job counseling**	**Assistance Resume writing**	**Learning how to search for a job**	**Job interview techniques**	**Information on job openings**
Apprentice	15%	12%	10%	11%	19%
Professional Technical	33%	36%	29%	38%	51%
Worker Retraining	44%	40%	28%	38%	55%
BEdA	47%	45%	46%	34%	49%
I-BEST	43%	41%	32%	32%	44%
WIOA Adult	48%	56%	47%	47%	65%
WIOA DW	53%	58%	43%	45%	64%
WIOA Youth	39%	57%	54%	43%	65%
Private Voc. Schools	17%	21%	19%	22%	32%

Financial assistance often needed

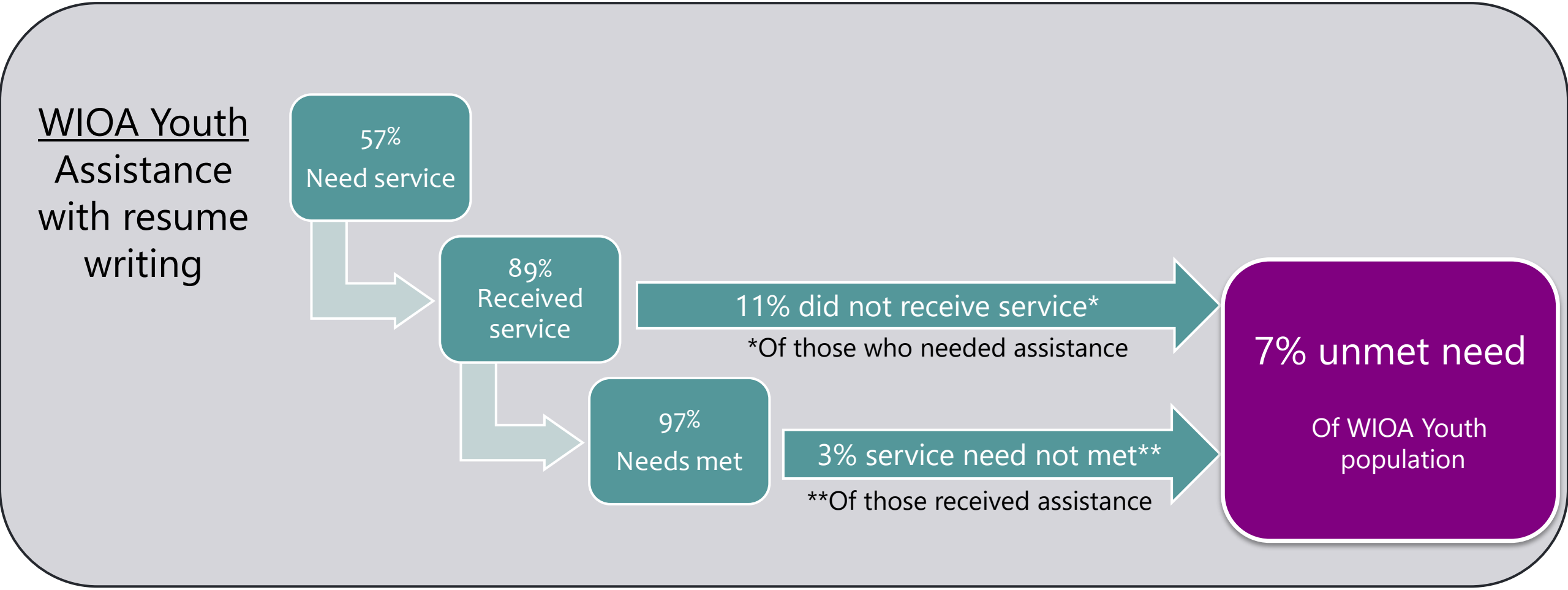
% who need service	Assistance with childcare	Transport-ation assistance	Housing assistance	Financial assistance	Information government assistance
Apprentice	10%	7%	9%	17%	11%
Professional Technical	12%	14%	18%	53%	26%
Worker Retraining	15%	23%	25%	78%	44%
BEdA	25%	24%	23%	48%	42%
I-BEST	19%	22%	20%	57%	31%
WIOA Adult	7%	16%	14%	43%	29%
WIOA Dislocated Worker	7%	16%	11%	40%	34%
WIOA Youth	5%	28%	10%	35%	21%
Private Vocational School	6%	8%	9%	24%	17%

Unmet need

To determine unmet need participants were asked if they needed a service, if they received that service, and if that service met their needs.

Unmet need is calculated as those who needed the service and did not receive it, added to those who did receive the service, and it did not meet their needs; and is represented as a portion of the entire population.

Unmet need example



Employment services – unmet need

Unmet need	Career or job counseling	Assistance with resume writing	Learning how to search for a job	Job interviewing techniques	Information on job openings
WIOA Adult	10%	11%	12%	8%	15%
WIOA DW	12%	6%	9%	7%	10%
WIOA Youth	8%	7%	11%	8%	6%

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Differences that make sense

Most frequent training for **Apprentices**:

- Operation of machinery or equipment
- Teamwork
- Work habits

Most frequent training for **BEdA** participants:

- Writing
- English as a second language
- Reading

Trainings asked about in the survey

- English as a second language
- Writing
- Reading
- Mathematics
- Critical thinking or problem solving
- Leadership or management skills
- Decision-making skills
- Communication skills
- Work habits
- Workplace diversity
- Teamwork skills
- Using computers
- The operation of machinery or equipment, other than computers

Communication and teamwork – frequent trainings

- Most frequent training received, by program (selected programs)

Program	Most frequent training
Professional Technical	Communication
I-BEST	Communication
WIOA Adult	Communication
WIOA Dislocated Worker	Communication
Worker Retraining	Teamwork
WIOA Youth	Teamwork

Skills you would like to further improve?

	Highest ranking	Second	Third
WIOA Youth	Leadership or management	Operation of machinery or equipment	Communication
BEdA	English as a second language	Leadership or management	Critical thinking or problem solving
Apprentice	Leadership or management	Operation of machinery or equipment	Communication
I-BEST	Leadership or management	Communication	Critical thinking or problem solving
Private Voc. School	Leadership or management	Operation of machinery or equipment	Critical thinking or problem solving
WIOA Adult	Leadership or management	Communication	Teamwork
Professional Technical	Leadership or management	Communication	Critical thinking or problem solving
Worker Retraining	Leadership or management	Communication	Decision-making
WIOA Dislocated Worker	Leadership or management	Communication	Decision-making

Interest in increasing on-the-job training

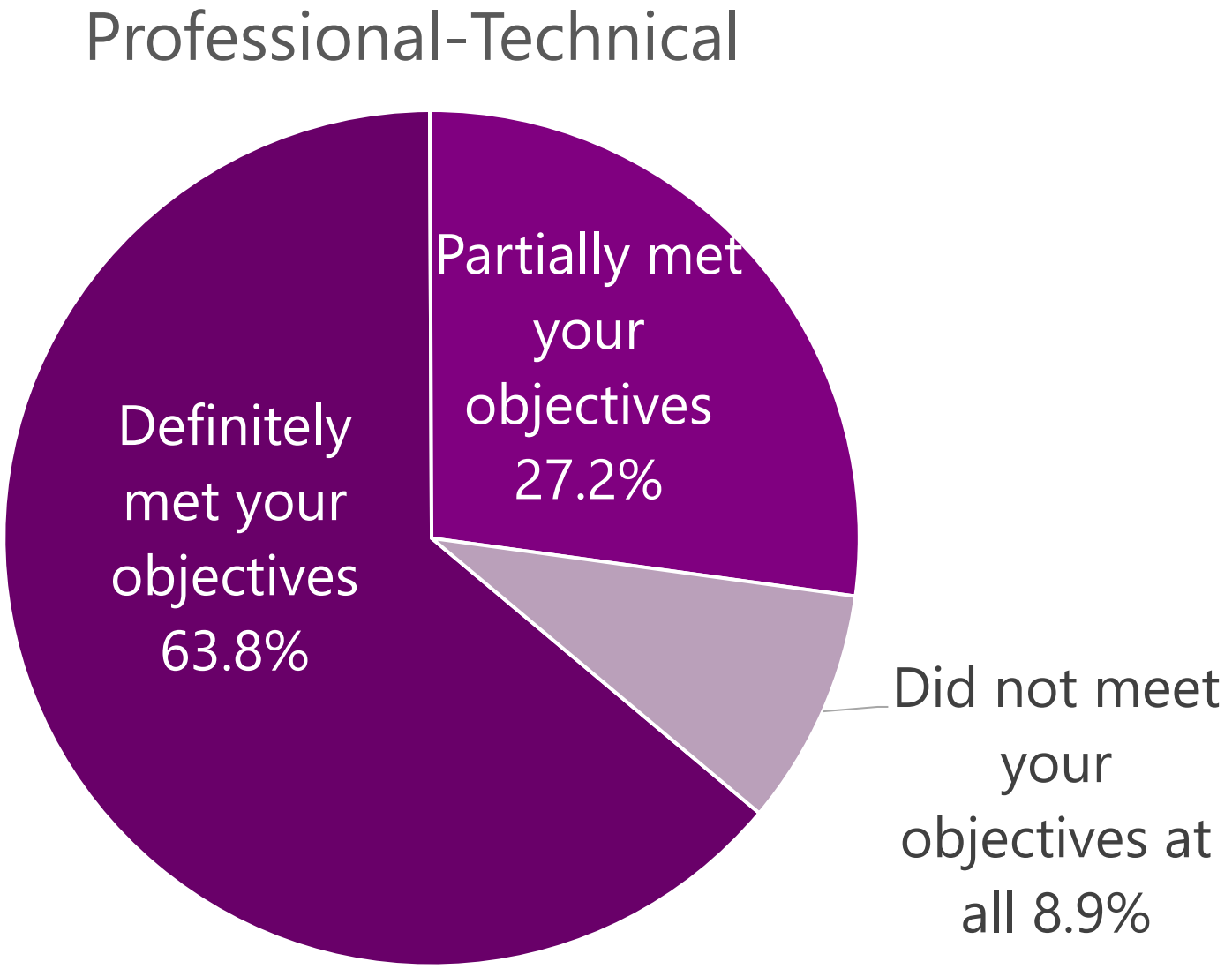
Program	On-the-job training
Professional Technical	61%
I-BEST	55%
WIOA Youth	54%
Worker Retraining	51%
Private Vocational School	40%
BEdA	25%
WIOA Dislocated Worker	21%
WIOA Adult	14%

Percent of program participants who got training on the job, such as an internship, work-based learning, clinical experience, or cooperative education.

Any questions/ comments before we move on to Employment Outcomes?

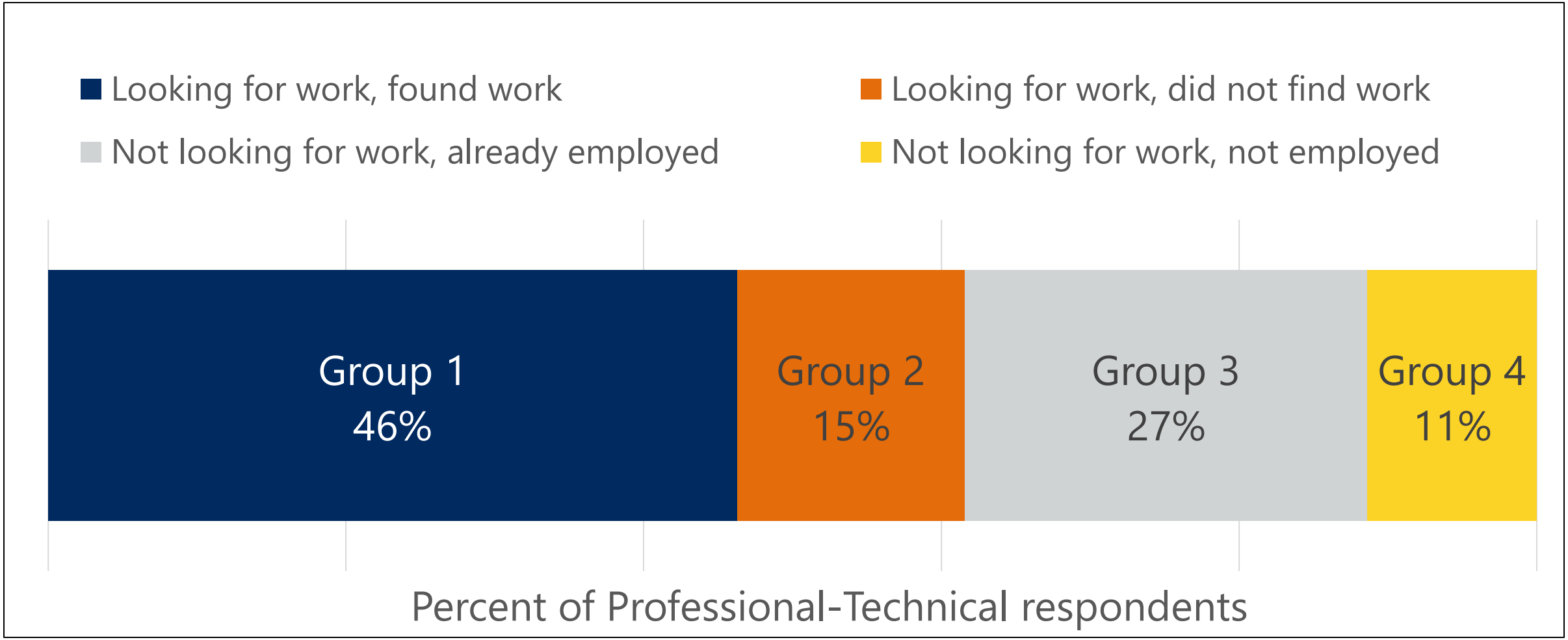
91% met career objectives due to enrollment in Prof-Tech program

To what extent did you meet your career objectives as a result of your enrollment?



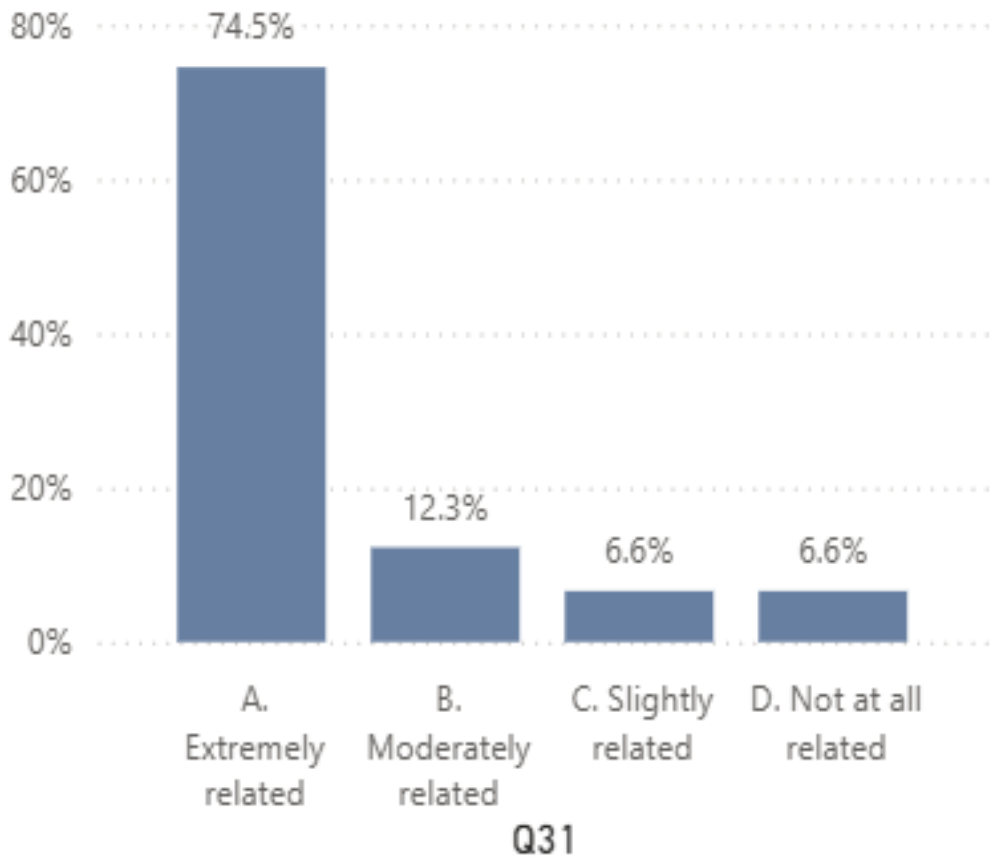
Three-quarters were employed three months after exiting

During the program, or three months after exit were you…

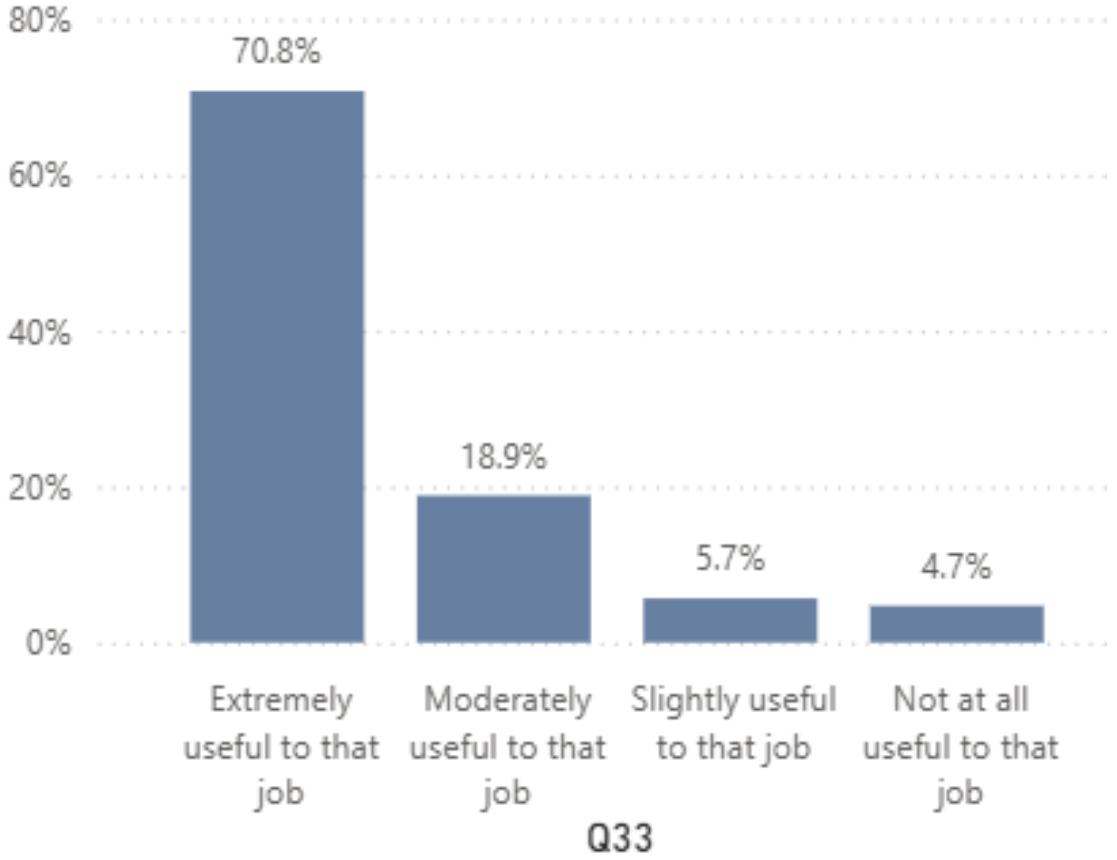


Group 1 – Looking for work, found work

How related was your program to the job you started?



How useful are the skills you learned in the training program in doing that job?



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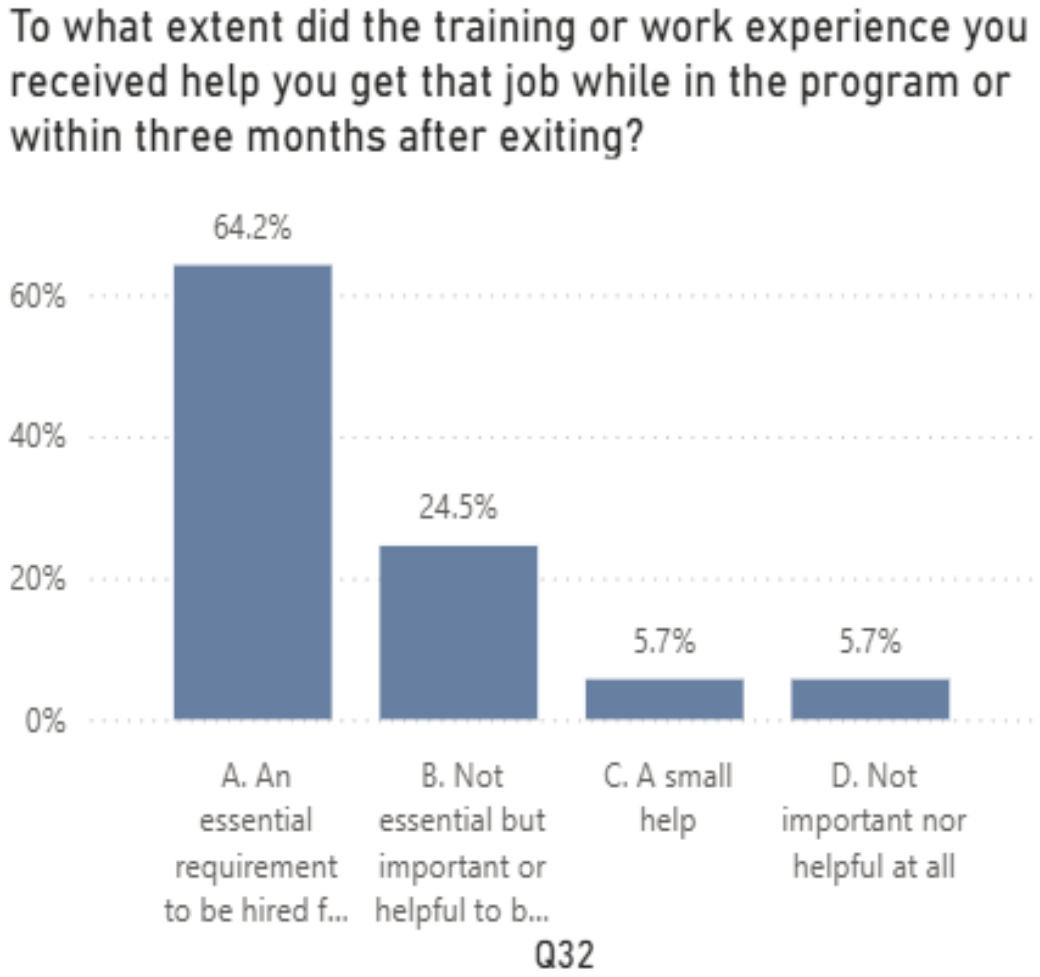
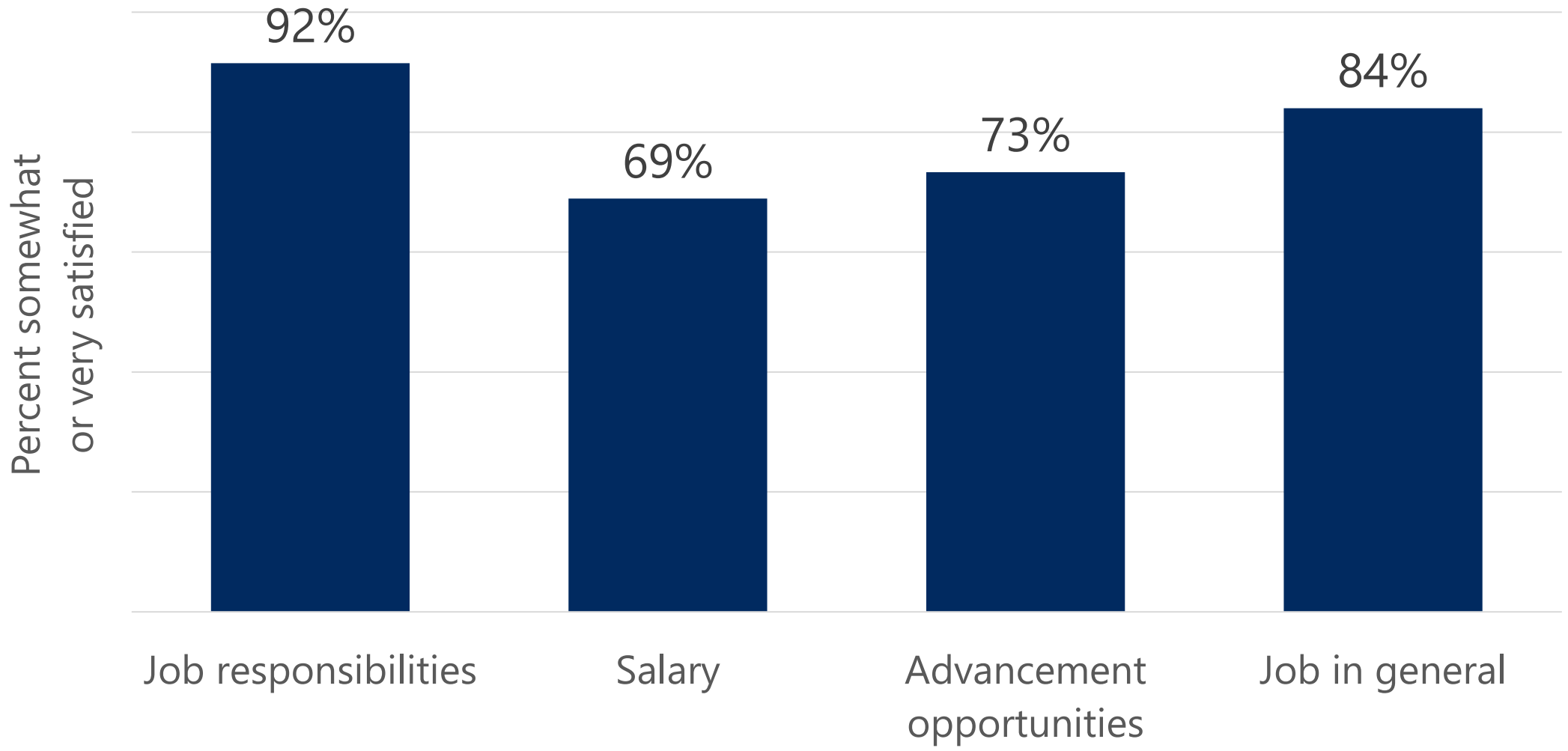


Professional-Technical

Group 1 - How satisfied are you with…



Professional-Technical

Group 2 – looked for work, but did not find work

- **15%** of Professional-Technical participants

	Few jobs in your line of work	Few jobs in your area	Did not have the necessary skills	Did not like the jobs	Not enough pay	Could not work the hours of the jobs	Health	Trans-portation	Childcare
Professional Technical	50%	47%	45%	30%	19%	18%	18%	16%	9%

Professional-Technical

Group 4 – Not looking for work, not employed

- **11%** of Professional-Technical
  - 64% were **in school** or in a training program
  - 33% of were **caring for children**
  - 27% had **health problems**

Dashboard link: wtb.wa.gov/participant-survey/

- Next Participant Survey will be administered in 2028.

Employer Survey
being administered NOW!

Results in 2027