

2008 Apprenticeship & Training Customer Survey Results

Compiled by the North Carolina Department of Labor
June 30, 2008

The 2008 Apprenticeship and Training survey was sent electronically to 434 apprenticeship sponsors. The department received 150 responses for a 35 percent response rate. Results are not considered statistically significant, but are used as indicators where enhancements can be made in the NCDOL apprenticeship program.

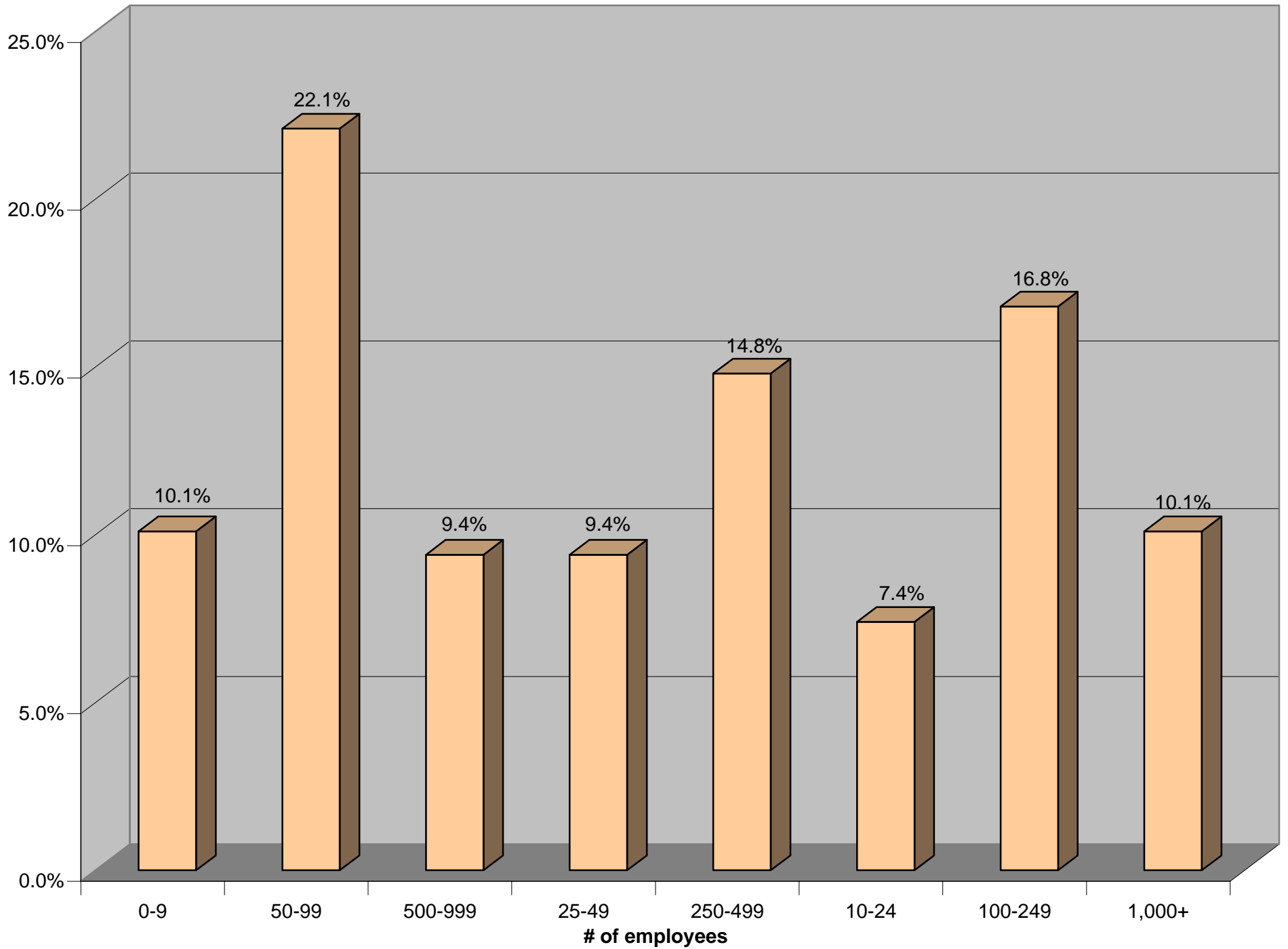
Major Findings:

1. Sponsor's overall satisfaction rating for apprenticeship consultants was 83% or 4.13 out of a possible 5 rating.
2. Sponsor's rated their apprenticeship program as important to business goals at 93% with over 55% rating the program as very important to critically important.
3. Satisfaction with a Sponsor's Apprenticeship Consultant was 86% or a rating of 4.32 out of 5.
4. Sponsor ranked the benefits of the program as: Improvements to Problem Solving Ability - 53%; Improved productivity - 47%, Improvements to Quality of Training - 47%: and Reduced Number of Accidents - 47%, while G.I. Bill Benefits to Veterans ranked last at 18%.
5. Training opportunities identified as needed to be offered: VA Certifying Official Training and G.I. Bill Benefits – 57.3%, New sponsor Training - 26%, and Job/Task Analysis training 24.7%.
6. At least once a year 85% percent of Sponsors were visited by their Apprenticeship Consultants.

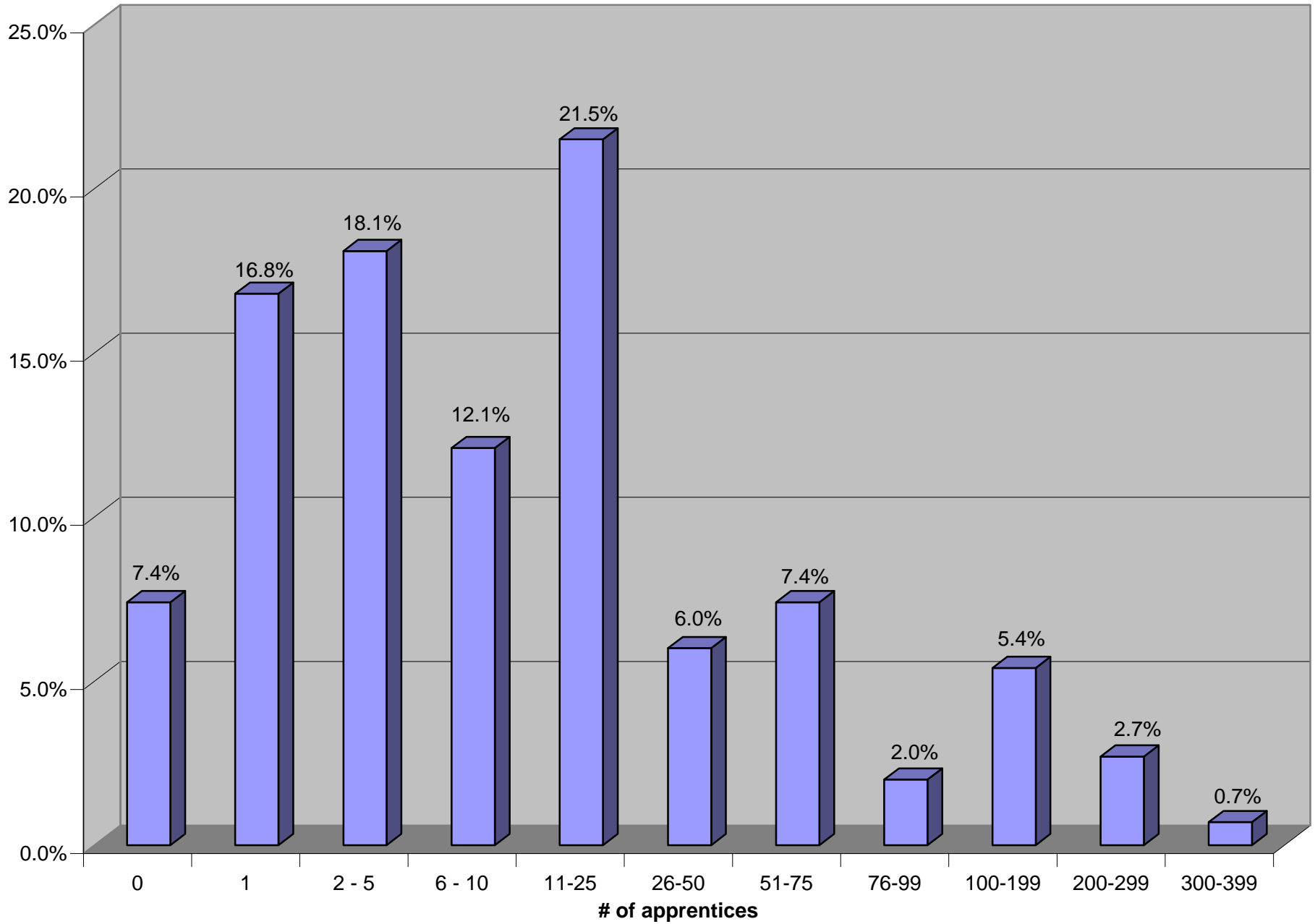
Sponsor Comments

1. Sponsors had their questions answered but response time was slow.
2. Sponsors have experience turnover in Apprenticeship Consultants.
3. Sponsor's identified a need for more frequent and improved communications with their Consultant.
4. Competency checklists need to be updated at least every 5 years.
5. Sponsors experience issues with VA paperwork and time logs.
6. Lack of support in promoting apprenticeship.
7. Sponsors experience slow turnaround in receiving certificates.
8. Need to expand partnerships with Community Colleges.
9. Better understanding of VA Audit process.
10. Promote apprenticeship to High and Middle School children.
11. Consultants not understanding Sponsor's business and how to incorporate apprenticeship.
12. Need for additional funding for related instruction

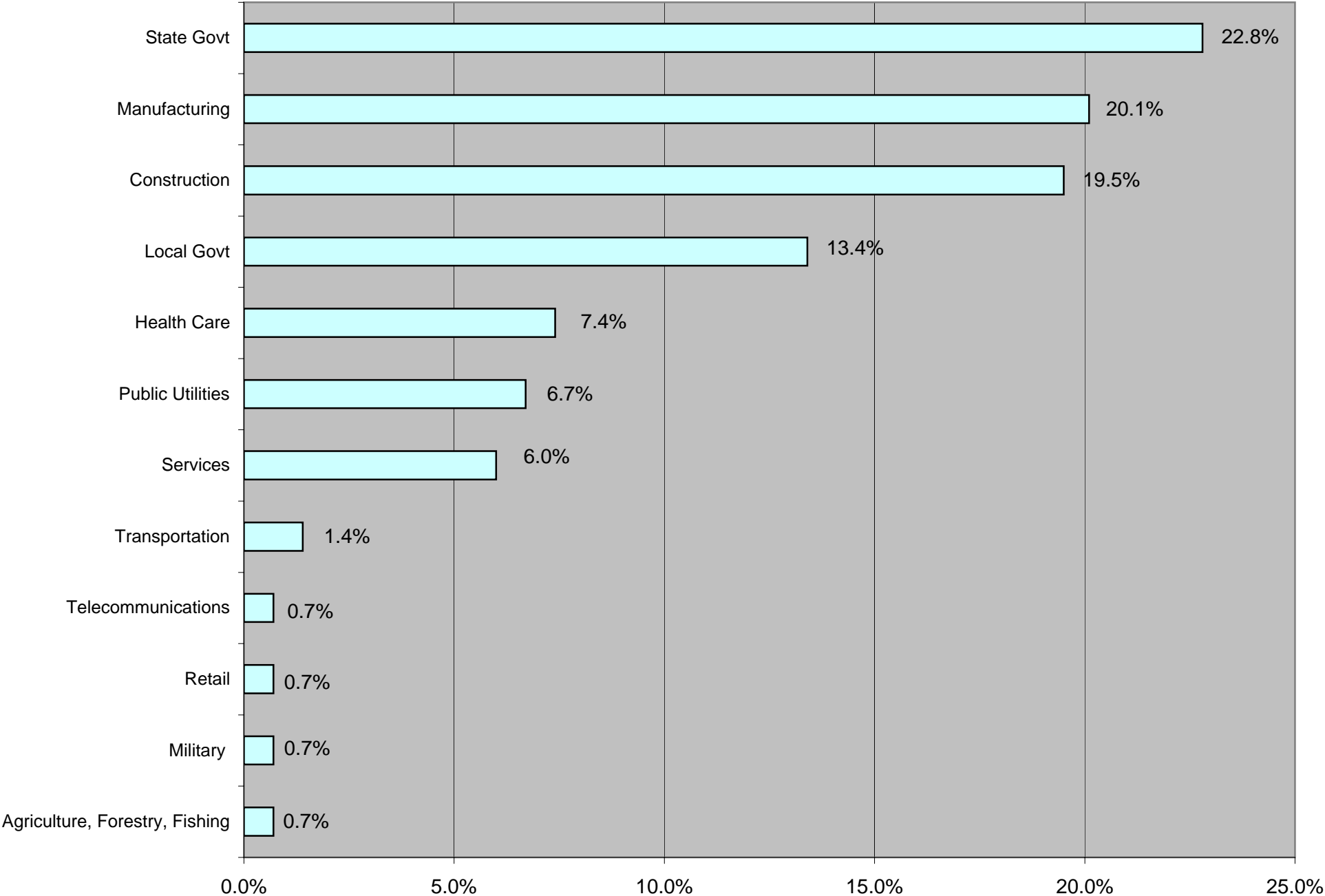
Number of employees at this location



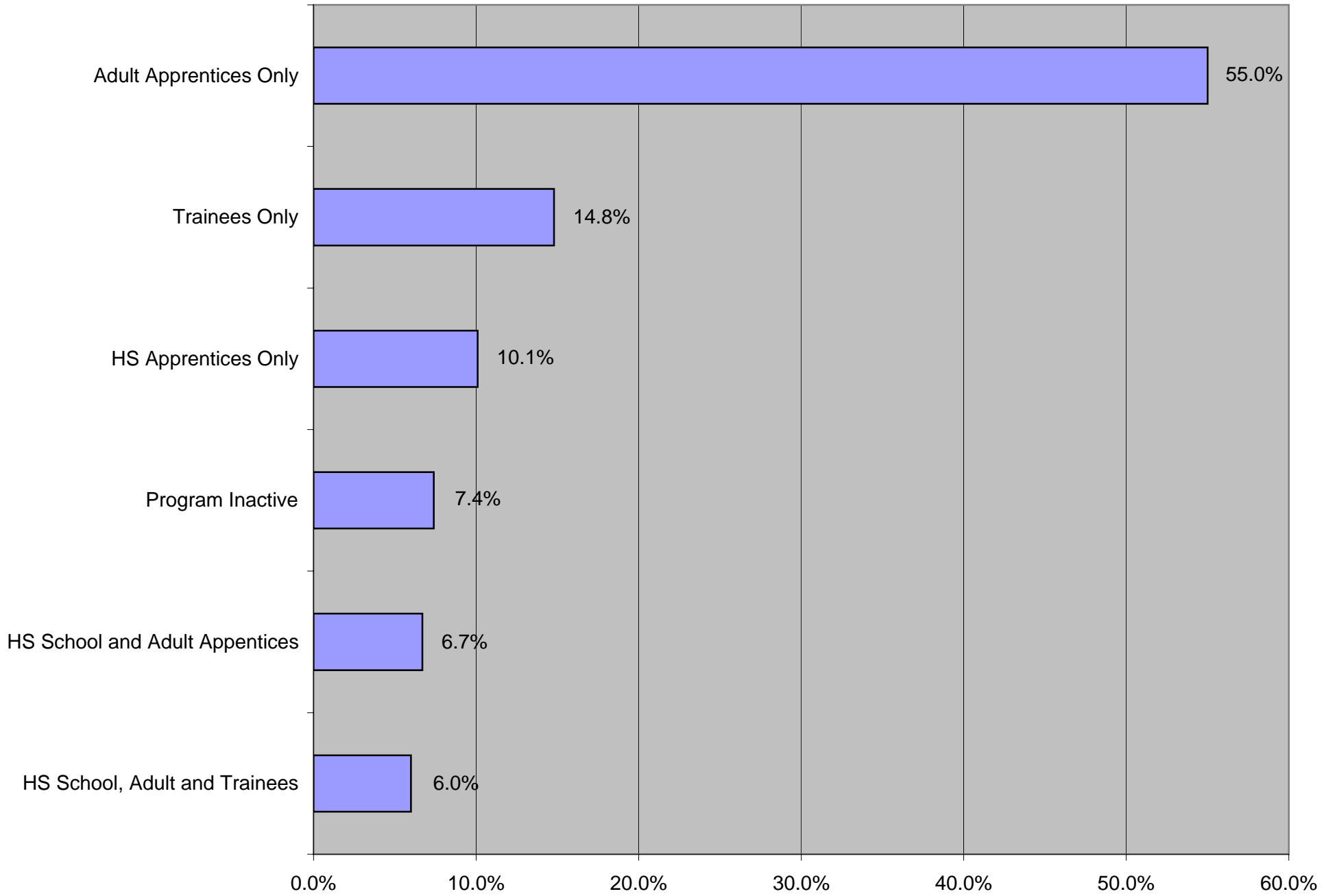
How many apprentices are currently registered at this location?



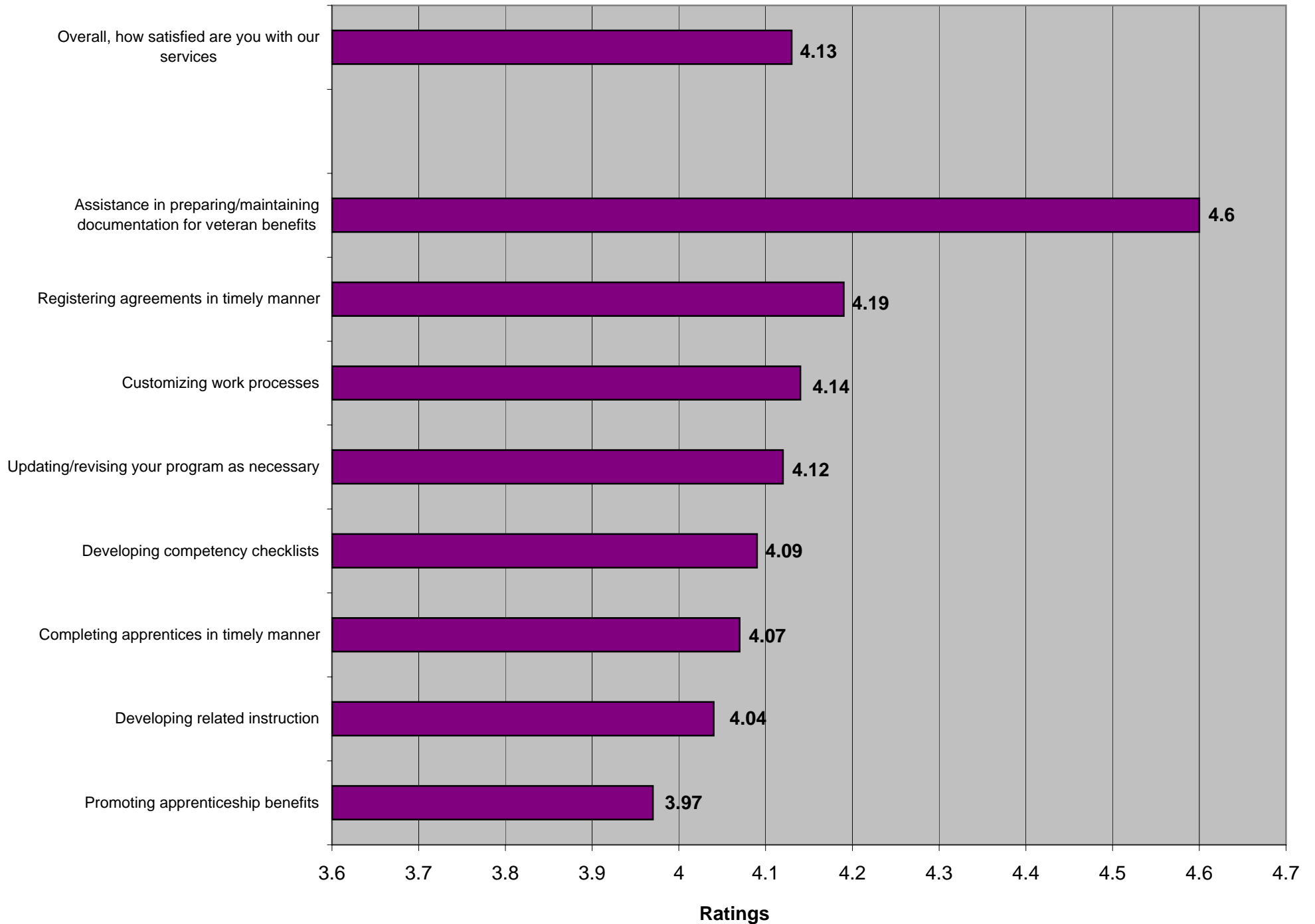
Please indicate your industry type



Program Type

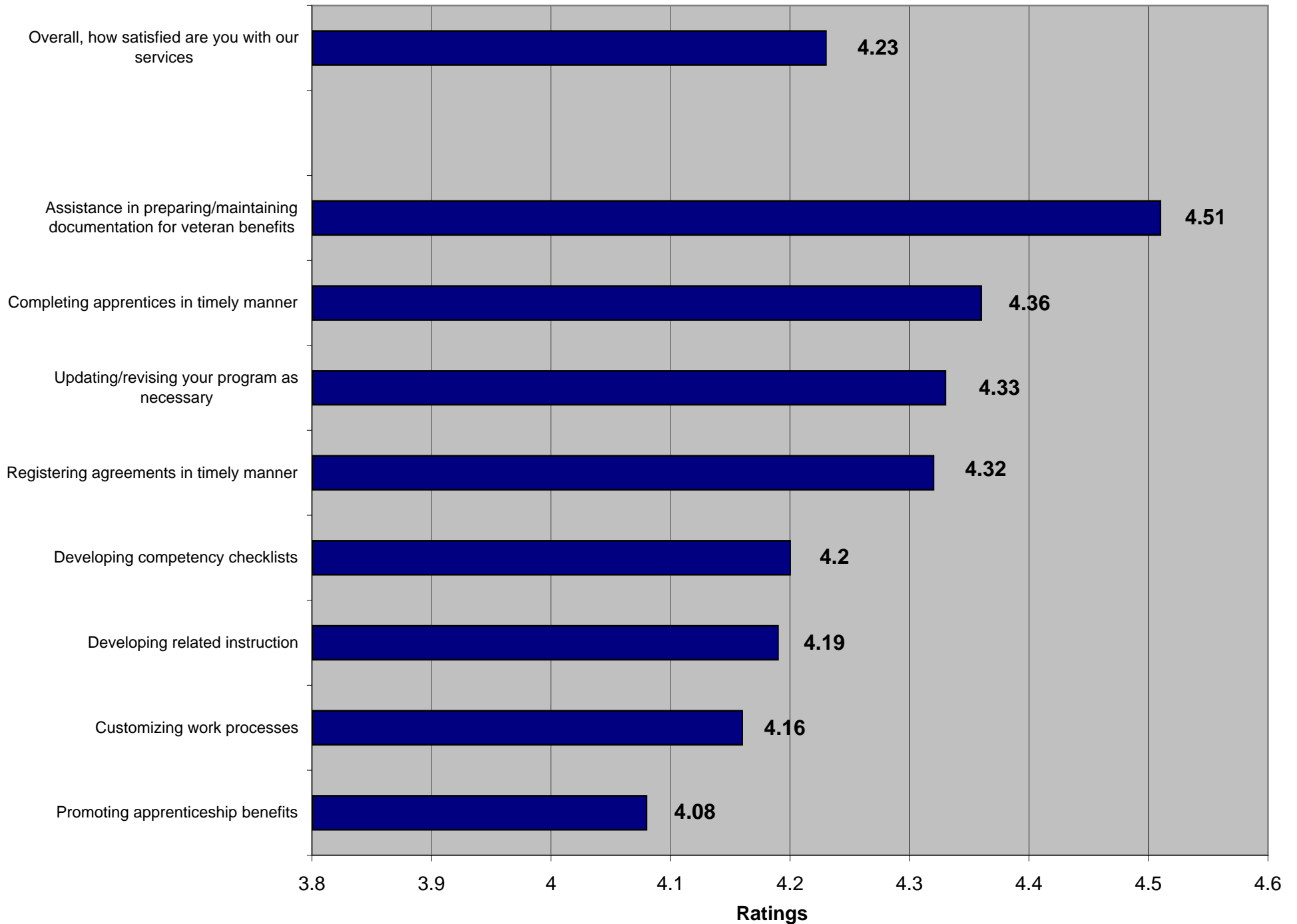


Please tell us your level of satisfaction with our services



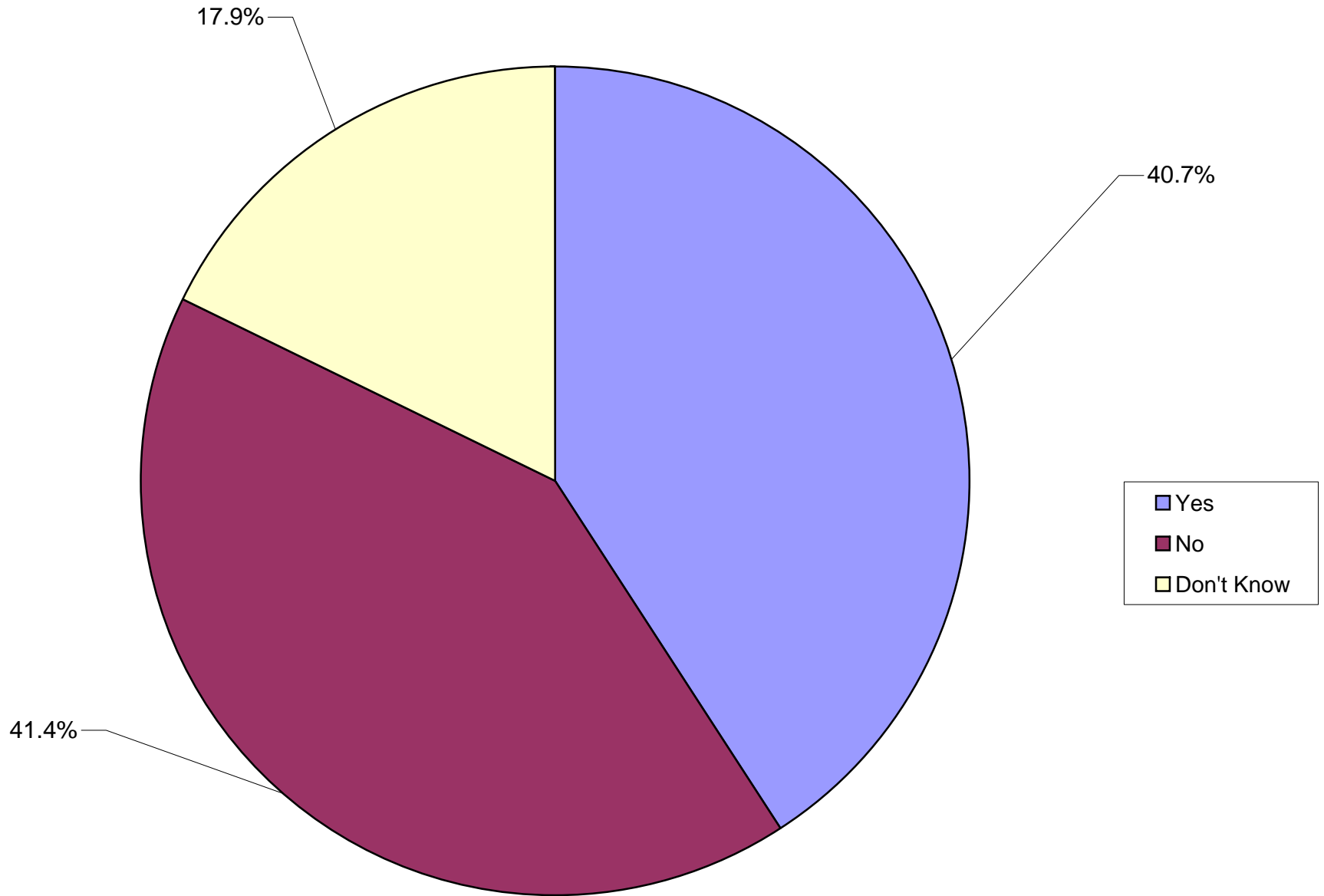
1 = Very Dissatisfied, 2 = Dissatisfied, 3 = Neither Satisfied nor Dissatisfied, 4 = Satisfied, 5 = Very Satisfied and N/A = Not Applicable.

Please tell us the importance you place on each of the services

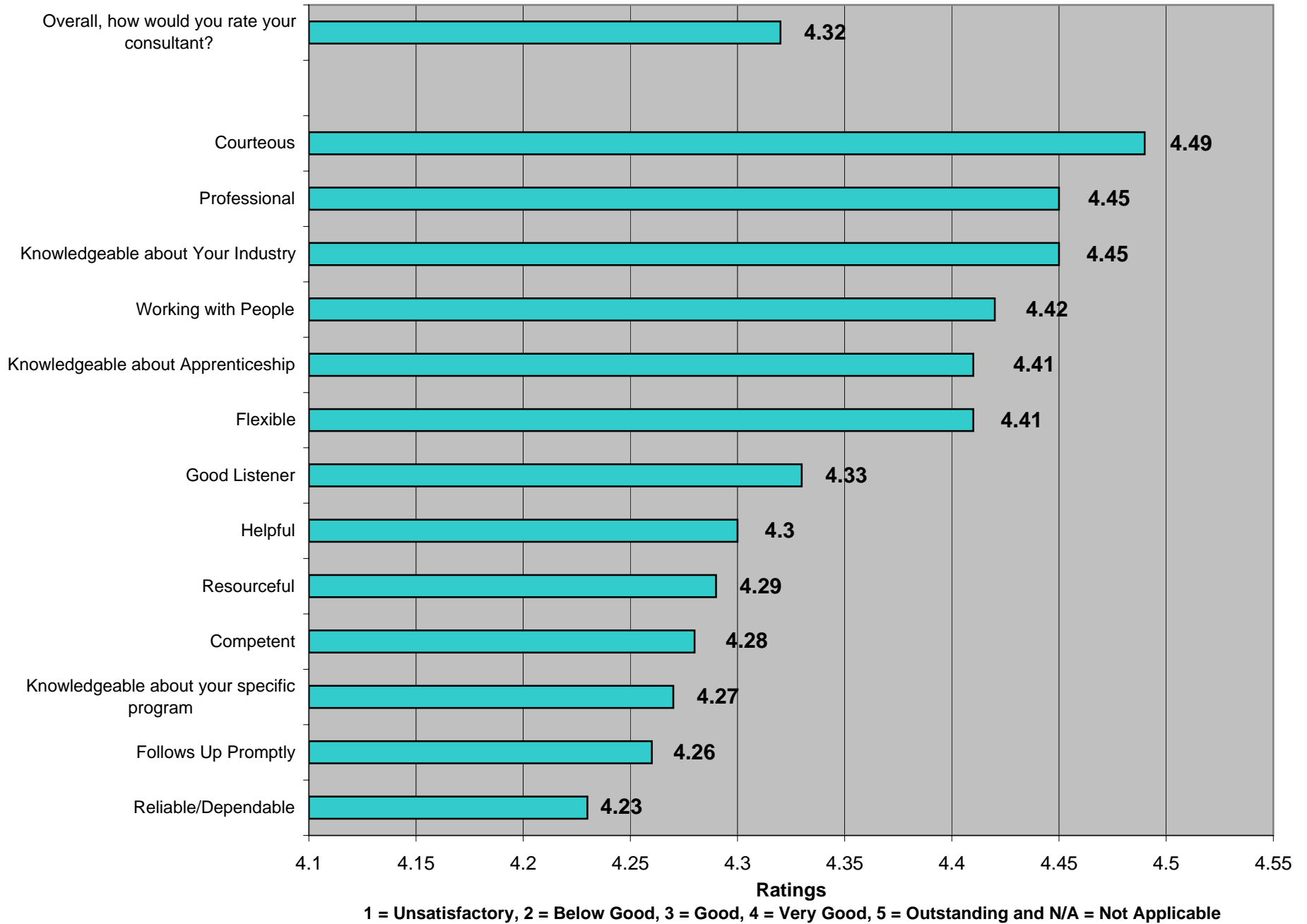


1 = Very Unimportant, 2 = Unimportant, 3 = Neither Important nor Unimportant, 4 = Important, 5 = Very Important and N/A = Not Applicable

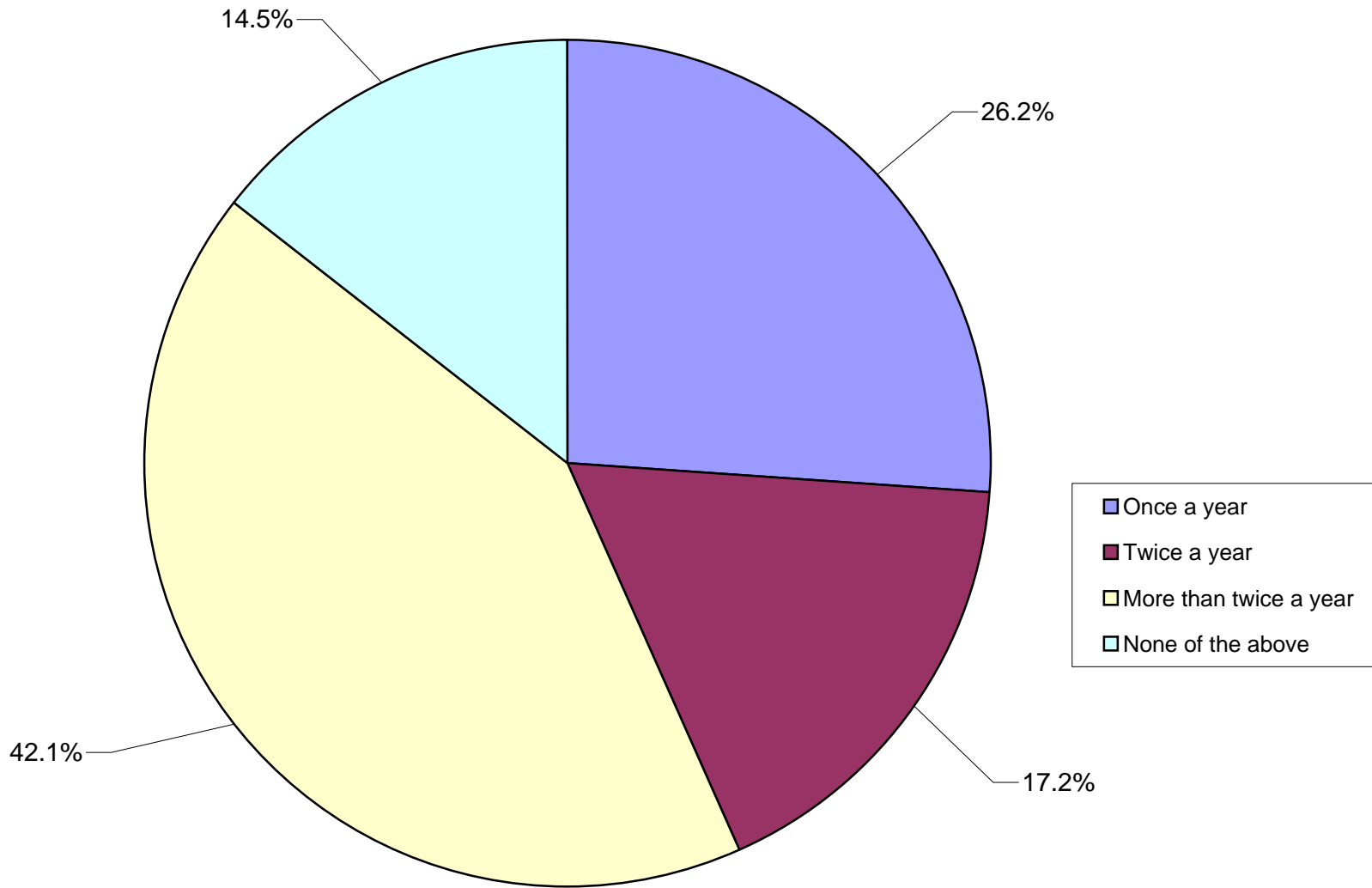
Do you have opportunities within your company to register additional occupations to your existing apprenticeship/trainee program?



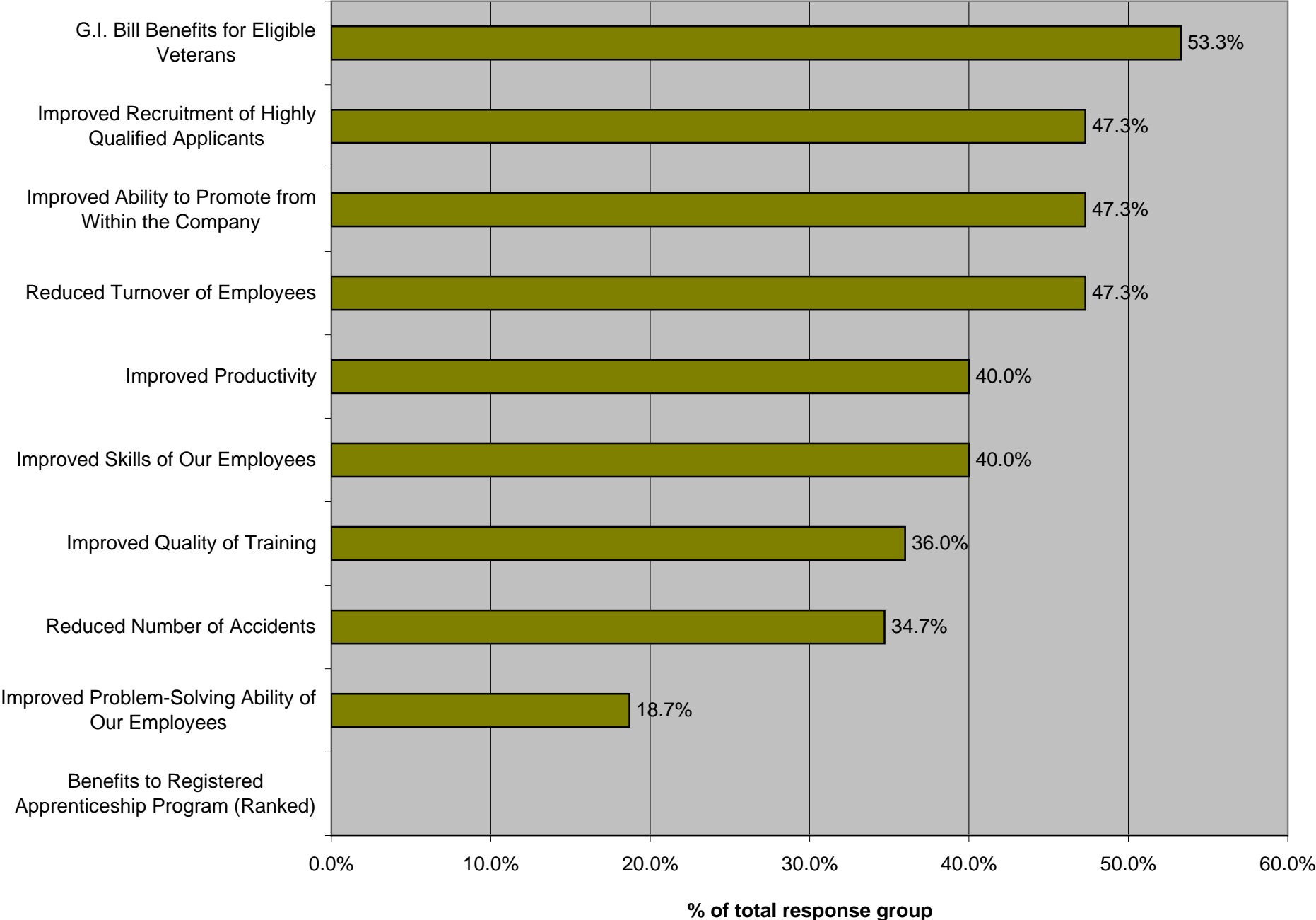
Please rate your apprenticeship consultant on the following characteristics



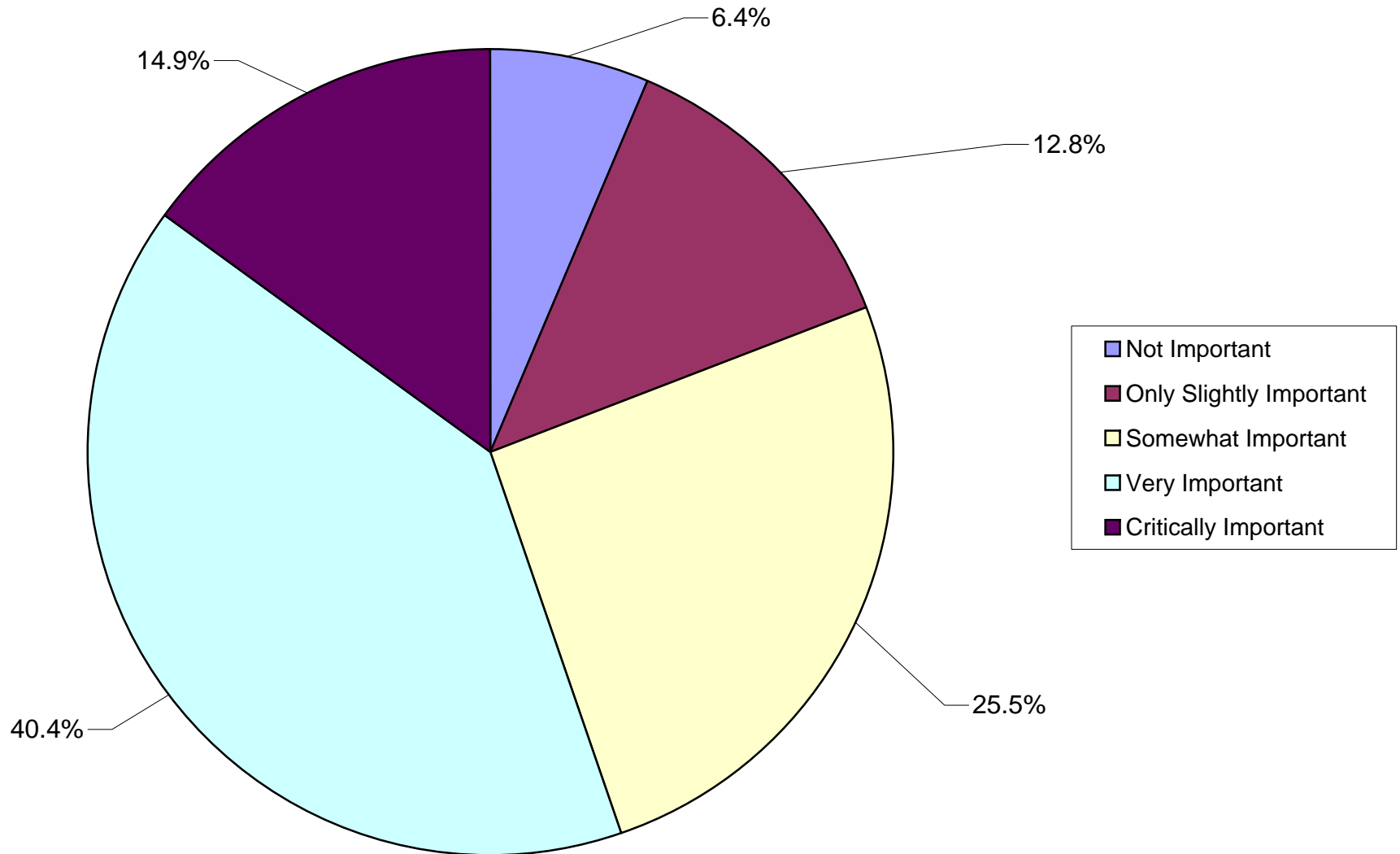
How often does your apprenticeship consultant visit your place of business?



**In your opinion, what are the benefits to your company
in having a registered apprenticeship program?**



How important is your apprenticeship training program relative to your company's goals?



Which of the following training opportunities would you like to see the Apprenticeship and Training Bureau offer sponsors at different locations across the state?

