

## 2019 EMPLOYER SURVEY RESULTS - PHASE - Industries

Question	5: Strongly Agree	4: Agree	3: Neutral	2: Disagree	1: Strongly Disagree	Average weighted response to each question
1. The job coaching has met my expectations.	30	12	6	0	0	48/55=87%
2. PHASE/Industries has been responsive to my needs as an employer.	30	16	3	0	0	49/55=89%
3. PHASE/Industries worker has been knowledgeable for the job that he/she performs.	25	20	3	0	0	48/55=87%
4. PHASE/Industries worker has been courteous and friendly.	50	4	0	0	0	54/55=98%
5. The PHASE/Industries worker has been accepted and included as part of the staff by his/her co-workers.	40	8	0	0	0	48/50=96%
6. The job coach has been knowledgeable and helpful when I have questions.	35	12	3	0	0	50/55=91%
7. The job coach has been courteous and friendly.	45	4	3	0	0	52/55=95%
8. The job coach supports the worker an appropriate amount of time while performing the job.	40	12	0	0	0	52/55=95%
9. PHASE/Industries services have been delivered as agreed upon.	30	16	3	0	0	49/55=89%
10. The quality of work is to my expectations.	25	16	6	0	0	47/55=85%
11. I am billed correctly by PHASE/Industries for the services I receive.	30	16	3	0	0	49/55=89%
<b>TOTALS:</b>	<b>380</b>	<b>136</b>	<b>30</b>	<b>0</b>	<b>0</b>	
<b>PERCENTAGE:</b>						<b>546/600=91%</b>
Computations: Total possible points=11questions x 5 points=55 points/survey						<b>(GRADE= A-)</b>
55 points x 11 surveys (less one question not answered on one survey)=600 points possible						

**GRADE SCALE:**

A= 90-100% \*91%  
 B= 80-90%  
 C= 70-80%  
 D=60-70%  
 F=Below 60%

Overall PHASE-Industries improved its value and satisfactory service to our local communities, as evidenced by a 6% increase in grade from 85% (2018) to 91% (2019). Our program participants and staff are well liked and courteous. While lack of communication with scheduling of service and service delivery was identified as a weak area last year, the organization addressed (and continues to address) this area, and it showed improvement. The area rating lowest this year (85% grade) involves quality of work. While this grade does not indicate the need for an immediate correction plan, the PHASE-Industries will monitor quality in this area throughout the year. These results are shared with each team delivering CE services and new training requirements including sign off documentation will continue to be in place for the coming year. We will also continue