

QUESTION 2 (Industry Classification) OTHER:

- Business Services – Cleaning/Maintenance
- Janitorial services
- Security guard and patrol services
- Service – maintenance contractor special trades
- Services
- Temporary general labor

QUESTION 8A. Areas of Study and Academic Degrees That Would Make Job Candidates More Valuable and Employable

- A minimum of an associate or technical degree
- Administration, Accounting
- An associate's degree helps, even if you don't have the time, resources to obtain a four-year degree you could pursue the associates online in many cases.
- Anything Dental related
- Applied critical thinking
- Associate degree or higher required for most positions
- Associate degrees in technical areas and allied health
- Associate of Arts in General Studies or Business
- Associates
- Associates in Business or Insurance at minimum
- Associates or 4 year degree
- At least a GED. Some college is even better
- At least an associates degree in a related field
- At our clinic, RN degree, or Computer skills
- B.S.
- B.S. Civil Engineering
- B.S. in Computer Science
- BA, BS

- Bachelor Degree
- Bachelor degree
- Bachelor Degree in Psychology, Social Work, Criminal Justice, Human Services
- Bachelor or master
- Bachelor's Degree (Education)
- Bachelor's degree and work related experience
- Bachelor's Degree in Business
- Bachelor's degree or higher
- Bachelor's Degree or higher – accounting
- Bachelors and masters degrees
- Bachelors degree
- BETTER ON JOB TRAINING
- BS for professional, Associate for technical/designer
- Business
- Business Management; Plastics Engineering
- Business training
- Business, Engineering, Management, Finance, Accounting
- Business, management courses
- Business/Accounting/Marketing/Finance Degrees
- Career certificates in targeted areas of need
- CDL
- Certificate or degree relating to automation/robotics

- Certification or License
- College degree
- College degree
- College degree
- College degree is always important
- College education
- College is preferred
- Common sense, valid D/L
- Communication degree
- Communication, Hospitality
- Communications
- Computer Information Systems
- Computer Information Systems
- Computer Science
- Computer science, math
- Conflict resolution
- Critical thinking skills
- Critical thinking skills
- Critical thinking skills, computer science
- Customer service
- Customer Service, Communications
- Degree or combined bank experience
- Degrees – business, journalism, liberal arts

- Degrees for administration
- Degrees In Business, CIS, and any other applicable certifications such as comptia A+, CISSP, etc.
- Degrees–If an individual can't finish paying for school, they can't get their transcripts.
- Depends on position being advertised
- Depends on the position
- Education
- Emotional intelligence, Reality–Based Leadership skills
- Engineering
- Finance
- Finance
- Finance computer skills
- For managers and supervisors would like min of 2 year degree and agree to work toward a 4 year
- Graduate education
- Hands on
- High School
- High School Degree or better
- High school diploma and some higher education
- High School Diploma for wage & Bachelor's Degree for Salary
- HS minimum, AA/AS preferred, BA/BS desired
- Human behavior

- I don't think degrees are necessary
- IT
- IT Courses, Switching & Routing
- Life experiences
- Manufacturing, Management, Team Leader
- Master's degree
- Master's Degree (required)
- Masters Degree
- Masters in Taxation
- Mechanical Engineering, Accounting, Business, Drafting and Design
- Min of Associate Degree
- Minimum High School Education
- Minimum of a two year degree
- More education
- Motivation to improve education
- Much education as possible
- Need to be a High School graduate and at least have an Associates Degree
- New Media Marketing Skills
- No degrees required, however education and relevant certifications do contribute to hiring decisions.
- None
- Not really necessary, but Associates Degree at least

- Not Required
- Nursing certifications
- Psychology, Accounting, Business Management
- Psychology, Human Services
- Public Admin, Finance, Business
- Reading Plan–O–Grams
- Recreation
- Required in Architecture.
- Sales process
- Science, math, writing
- Servsafe certification, leadership courses
- Skills training in culinary; serving; computer; social interaction
- Social services, business, management, leadership
- Social work
- Social work, psychology, medical assist
- Some form of higher education, some need be specific for certain jobs.
- STEM fields
- STEM, science, math, engineering, communication skills
- Supply chain, Safety, Engineering
- Teacher certification
- Tech school
- Technical school
- Technical skills such as math and writing

- Technical, low voltage systems
- Technology skills
- Trig, associates degree in automotive
- We are unique in many positions require terminal degrees
- While no degrees are required, education and training do contribute to hiring decisions.
- Work experience to back educational qualifications
- Writing and grammar
- Writing skills
- Writing, communication skills

QUESTION 8B. Types of Training That Would Make Job Candidates More Valuable and Employable

- Any vocational training helps
- Anything Dental related – lean – management
- Apprentice
- Apprentice/Journeyman, past experience
- Apprenticeships, interns, job shadowing
- Auto Repair continuing education
- Auto Technology
- Automotive Repair, Banking, General Office
- Bachelors degree
- Basic Metal working Skills
- Basic proficiency in core curriculum, General understanding of business practices to work within the office and with clients
- Basic Software applications & Social Media
- Basic understanding of a computer, some spreadsheet skills
- Certificate relating to training for required skills
- Certificates and banker school
- Certificates in areas such as welding
- Certified in field
- CFRE
- Coding boot camps

- Company based seminars, Web-ex, on site training, online training and more.
- Computer
- Computer classes
- Computer fluency
- Computer Information Systems
- Computer skills upmost need
- Computer Software – Excel and Word
- CPA license
- Culinary, computer
- Culinary Training
- Electronics
- Engineering Technology
- Fire Services, Police, IT
- General business skills
- Hands on experience
- Have proficient computer software knowledge to fit the job description
- History of volunteering for professional and civic organizations, CE record, professional certifications, etc.
- Information technology and business
- Intern
- Intern at company
- Intern or apprentice

- Intern, basic Outlook skills (know how to schedule a meeting)
- Internship
- Internship
- Internship experience desired
- Internship in studio
- Internship, OJT
- Internships
- Internships
- Internships
- Internships
- Internships
- Internships during college
- Internships in the field of employment is helpful
- Internships, training, on the job training
- Internships and Online learning
- IT, VoIP, Telco, Switching & Routing
- Licensed professional
- Machine operators, Welders, Drivers
- Machining certifications
- Maintenance
- Manufacturing, CNC, salvage, industrial maintenance
- Mechanical/construction skills
- Merchandising

- Minimum (2) Years Technical Training or On Job Experience
- More experience
- N/a
- Need a high school degree minimum for most positions, college degree for some, post graduate work for some
- No one coming in knows our lasers. We have to train EVERYONE
- Office management or for maintenance any certifications such as HVAC, electrical etc.
- OJT
- OJT 2 to 5 years
- Osha
- Ojt training
- Police certification; Water certification; Sewer certification
- Police officer certification, dispatch/communications training
- Police, Military or Security
- Previous work at home
- Prior office experience/use of Microsoft Office Products
- Prior work experience in the desired field
- Problem solving, taking initiative
- Real world training
- Relevant Technical Experience and Certifications
- Revit competent
- RN

- Sales process
- Sales/Needs Fulfillment Training
- See first category
- Skill set for position applied for, candidates seem to think they are qualified for all and they are not
- Skilled or semi-skilled
- Social Media
- Soft skills, communication skills
- Some on the job training prior to
- Specific Technical training
- Strong ability in PowerPoint, Excel and excellent writing and presentation skills
- Tax
- Teaching Certification
- Technical training for some
- These apprentice opportunities are valuable
- They should have as much training in their area as possible
- Training in the Building Trades: Concrete, utilities, asphalt etc.
- Training to get work experience.
- Understand basic math. Remember how to print clearly. So it is readable by others.
- Up to date computer skills, customer service
- Varies, depending on the job at hand.

- Verbal skills
- Vocational
- Vocational
- VOCATIONAL
- Vocational – certifications
- Vocational (Carpentry, Welding, Construction Skills)
- Vocational (take any available in relation to job, and retain and use well)
- Vocational on the job training
- Vocational Training
- Vocational training
- Vocational, hvac, electrical
- Water and Sewer Certificates
- Water Treatment and Wastewater Treatment
- We have begun internal internships in a couple of our higher skill set positions and have classes at OTC they must work towards in a set amount of time frame.
- We have in-house training for employees
- We offer training in all areas of volunteering
- Welding Certificate
- Wood shop
- Work experience

- Work in area in which you are attending school. For Example: work in residential care for mental health while you are studying to become a therapist

QUESTION 8C: Soft Skills That Would Make Job Candidates More Valuable and Employable

- "Back to the Basics" learning!!
- Ability to ask open ended questions and listen
- Ability to be okay not being the boss
- Ability to think and solve problems that do not involve the ordinary routine
- Accountability, show up to work
- Accountable and works extra if necessary
- Active Listening, Punctuality, Appearance
- Adaptability, willing to accept change and displaying confidence
- All of the above. Work attitudes, behaviors, etc.
- Always need work ethic, customer service orientated
- Appearance and professional communication skills both written and verbal. If I find typos on your resume I can't trust you to represent the organization.
- Appearance, work ethic, professionalism
- Appropriate and professional behavior
- Ask questions
- Associates degree
- ATTITUDE & NEED FOR COMPLETING THE TASK
- Attitude and dependent
- Attitude and interpersonal

- Attitude Towards Work
- Attitude, Customer Service Ethic, Flexibility
- Attitudes
- Attitudes, attendance, communication
- Basic professional standards of communication, appearance and teamwork methods
- Be able to put the elderly client first above employee's personal needs. Learn how to listen.
- Be able to work as a team / collaborating, Problem solving, the importance of being on time and good attendance, comprehension of written instructions.
- Behavior characteristics befitting governmental employment
- Being at work on time
- Being on time, attendance, interpersonal skills with co-workers,
- Better communication and writing skills
- Commitment
- Communication
- Communication (language, writing, verbal), work ethic
- Communication Skills
- Communication skills, time management
- Communication, consistent work ethic
- Communication, integrity
- Communication, professionalism, behavior, interpersonal skills

- Communication, team work
- Communication, Teamwork, Interpersonal Skills
- Communication, Work Ethic
- Conflict Management and customer service
- Critical thinking skills and communication
- Critical thinking, communication, integrity, attendance–punctuality
- Customer service skills
- Customer service, empathy, flexibility
- Customer service, teamwork, patience
- Definitely need to work on these
- Dependability, Attitude, Respectful
- Dependable
- Desire to do
- Desire to work long term
- Empathy and initiative
- Engaged, not complaining, willing and eager to learn
- Enthusiasm, be positive, listen – don't just hear
- Ethical and willingness/eager to learn
- Flexibility and critical thinking
- Flexibility, how to deal with change, etc.
- Flexible with change, strong work ethic, quick thinker, not afraid to take ownership and control of a situation for the better of the company
- Flexible, easy to train, team player

- General Morale
- General professionalism, grammar
- Get over being lazy and feeling that they know everything when they do not.
- Good attendance
- Good attitude
- Good attitude
- Good attitude
- Good communication skills, patience
- Good communication, honesty, attendance
- Good work history and degrees from college or mfg cert.
- Integrity, being punctual, willing to learn
- Integrity, recognition of the importance of privacy requirements, being able to exhibit a positive demeanor in difficult situations.
- Interpersonal and Communications Experience, positive attitude
- Interpersonal skills, customer service
- Intuitive initiative, self starters
- Job Stability
- Key areas that job candidates need to know
- Know more a computers
- Leadership
- Leadership and personal finance/ money management
- Leadership skills

- Less entitlement mentality, flexibility on availability
- Listening
- Long-term employment. Stop jumping from job to job. Employers do not want to invest into someone who is going to leave in a couple of months
- Motivation to WANT to WORK for a paycheck
- Must have a good attitude
- Need active listening & oral communication skills. Also be respectful during in-person encounters and not be distracted by electronic devices.
- Need great work ethic, honest, positive attitude, works well as a team.
- Need learn to listen, take pride in whatever the job is and do their best. Have positive attitude about your job or move on, fellow workers get tired listening to complainer.
- Need to be team-oriented
- Need to be trainable and have realistic expectations on advancement
- No drug use, shows up on time-every time, no cell phone use, teamwork, can do attitude, hard work, get it done, able to deal with authority figures professionally
- Not sure how to train on these
- Others centered, loving, team minded, client oriented, humble, effective at communication
- Outgoing, good verbal communication
- Outstanding written spoken communication skills
- Personable but no pushover

- Personal appearance and communication
- Personal communication, personal finance/ money management
- Positive attitude. Clean appearance.
- Positive "Can Do" Attitude, Team Player, Eager to Learn
- Positive attitude, Goal Achiever, Team Player
- Positive attitude, respect for others, willingness to work, schedule flexibility
- Positive attitude; not just want a job, but a career to grow in
- Positive Attitudes
- Positive attitudes, work ethics
- Positive people skills, good communication skills, positive attitude, not afraid of change
- Problem solving
- Problem solving
- Problem Solving
- Problem solving skills
- Professional
- Professional Business Behaviors, etc
- Professionalism – showing up on time, appropriate attire, attitude, teamwork, etc.
- Professionalism, team player, cooperative, flexible, cleanliness and hygiene, respect, accept critique
- Public interpersonal communication skills

- Public Relations, People Skills
- Read and follow directions!! Show up for work and leave drama at home.
Create an easy to read resume.
- Reliability, Patience, Flexibility
- Responsible, loyalty
- Reverse entitlement attitude
- Self-awareness, conflict resolution, understanding of profit
- Show up on time and stay all day
- Show up to work on time, not complain about it is not my job. Not constantly be calling out at the last minute.
- Social skills
- Strong work ethic
- Strong work ethic, strong verbal and written communication
- Teachable, Positive, Committed
- Team attitude, commitment, character
- Team building
- Team building with structure on leadership
- Team work
- Team work and efficiency
- Team work and interpersonal relations
- Team work, initiative
- Teamwork
- Teamwork, Cooperative Learning, Technology

- Teamwork, how to take direction, understanding deadlines,
- Teamwork, work ethic and attitudes, timeliness
- Time management
- Time management, employee interaction
- Understanding professionalism in the workplace, learning the importance of teamwork, active listening, thinking critically to troubleshoot and resolve issues
- Willing to compromise, negotiation skills, desire to learn and improve, team spirit, reliability, honesty
- Willingness to work weekends and overnight
- Willingness to learn and perform tasks.
- Willingness to serve others, ability to keep information private, ability to exhibit positive attitude in difficult situations, openness to new processes and procedures
- Willingness to take pride in work, values, mission driven, team oriented
- Willingness to work
- Willingness to work
- Willingness to work as a team
- Willingness to work hours offered, not the hours they want.
- Work attitudes
- Work attitudes, adherence to policy and procedures, commitment to learning and applying learning,
- Work attitudes, team player, intuitive, work ethic

- Work attitudes, would just like them to care...
- WORK ETHIC
- Work ethic
- Work ethic
- Work Ethic seems down among younger generations
- Work ethic, attendance, professionalism
- Work ethic, being on time to work, not wasting time while at work
- Work ethic, communication (written and oral)
- Work ethic, communication skills
- Work ethic, personal appearance, respectful attitude, willingness to listen
- Work ethic, problem solving, teamwork
- Work ethic, professionalism
- Work ethic, punctual, time management
- Work ethic, showing up on time, less wasting of time while at work
- Work ethic, time management, willingness to learn
- Work ethics
- Work ethics
- Work ethics
- WORK ETHICS, PROFESIONALISM
- Work ethics, urgency to get things done, team work, communication skills

QUESTION 10. Occupations Having Difficulty Finding Qualified Employees

- Administrator
- All
- All areas with a special need for more cultural diversity
- All levels from basic entry to advanced positions
- Analysts
- Architect, experienced architectural "intern"
- Audio visual technicians that actually want to work
- Auto repair technician / mechanic
- Auto technicians, sales, customer service
- Basic hospitality service training
- Board certified behavior analysts, occupational therapists
- Building and code inspectors
- Building safety / security
- Bus drivers and custodians
- Cash handling
- Certified medical assistants, lpn's, and healthcare providers
- City superintendent
- Civil engineers with emphasis in storm water
- Civil engineers, roadway maintenance workers, auto mechanics/technicians

- Cna, rn
- Cnc operator, salvage operator, sediment tester, buyer
- Commercial lender
- Community support specialist/case manager
- Computer information and computer science
- Computer programming
- Computer related management systems & environmental engineering
- Computer usage
- Cooks, servers
- Crew/team leader
- Crew/team leaders – people with leadership and problem solving skills
- Culinary
- Culinary, front office, servers
- Customer service
- Customer service
- Degrees in agriculture and on hand knowledge.
- Dental hygiene
- Direct care staff
- Direct sales representatives with merchandising experience
- Direct service providers
- Direct support professionals and behavior support technicians
- Direct support professionals, behavior support technicians (both for consumers with disabilities)

- Electrical knowledge
- Engine building
- Engineers
- Engineers
- Experienced dental technicians – all positions
- Field workers and laborers
- Finance and accounting
- Firefighter
- Firefighters, police officers, entry level finance
- Fishery
- Front-line supervisors
- Fundraising
- Garage door technician
- General labor
- Graphic designer
- High level professors with terminal degrees in business and it
- Hospitality management, all culinary, room attendants, bussers, servers,
- Housekeepers
- Housekeeping and maintenance
- Hvac instructor
- Information technology
- Instructor, manual and cnc machining
- Insurance sales

- It and storm water engineering
- Java developers, software engineers
- Key holders
- Laborers, hardscape, landscaping, designing, sales. Watering people and plant care.
- Leadership
- Lending processors
- Licensed professionals – engineers, architects
- Maintenance and set-up technicians and process technicians
- Maintenance technicians
- Maintenance, process technicians
- Management
- Management, supervisors, hospitality and entertainment staff
- Managers
- Math and statistics
- Mechanics with associates degrees. Civil engineers
- Medical assistants, lpns
- Medical laboratory technologists, occupational therapist
- Motorcycle service technicians
- Nurse assistant instructors
- Nurses, entry level– environmental services, dietary, techs, front desk workers
- Nursing

- Nursing, occupational therapy
- Nursing, physical therapy, family medicine
- Office administration
- Part time female for janitorial work
- Police officer, police dispatcher
- Police officers
- Police, dispatch, and plant operators
- Professional clerical positions
- Professional driver
- Professional engineers, technical designers
- Qualified customer service
- Qualified maintenance personnel.
- Qualified welders who work hard and can pass a drug test
- Registered nurses
- Rn, lpn, in home aide, pt
- Rn, physician, pt/ot/speech
- Robot technicians, programmers
- Sales managers, administration, housekeepers, servers, gsr's
- Sales professionals with a good work ethic.
- Sales, design, on-site traveling field craftsmen (welders)
- Security guard
- Semi-skilled manufacturing employees and general laborers
- Service oriented salesmen

- Skilled construction laborers
- Skilled labor – irrigation tech – certified chemical applicators – skilled arborist
- Social work
- Software engineer and frontend developer
- Speech language pathologists
- Stainless steel fabricators, industrial electricians, pipe fitters, automation engineers, designers
- Steel erection, welding, project management, carpentry
- Structural engineers with experience
- Tax cpas
- Teachers, speech language pathologists
- Teaching positions, transportation positions
- Technical design
- Technical workers, meaning applicants for physical work
- Techs
- Telemarketers
- Telemarketers
- Telemarketers with good communications skills and work ethic
- Tenured/well trained business development officers
- Warehouse personnel

QUESTION 19. High School Graduates – Areas of Deficiencies

- Ability to comprehend written instructions, group problem solving, ethic of being on time and regular attendance, math.
- Ability to follow simple instructions
- Ability to read, thinking without direction, lack of professionalism and maturity in work ethic
- Accountability, work ethic
- Attendance
- Attitude and entitlement. We weed thru those and actually have wonderful individuals.
- Basic math, professional written communication
- Basic preparation for a job
- Basic working skills: use a shovel, etc.
- Being on time, attendance, interpersonal skills with co-workers, manufacturing skills, automotive, welding, machine shop, actual skills for students not going to college
- Can't read and write well. Math is a real problem. Soft skills also lacking.
- Commitment to work schedules
- Communication and writing skills
- Communication skills
- Communication skills
- Communication skills, and work ethics

- Communication skills, time management, personal appearance
- Communication skills, work ethic
- Communications Skills and Time Commitment
- Critical Thinking
- Critical thinking skills and vocational skills for machining and remanufacturing.
- Deficient in communication skills. Cannot write well or verbally communicate well.
- Dependability
- Dependability, reliability
- Ethics to work
- Experience
- Financial knowledge and ability to deal with the public with interpersonal communications
- General knowledge to automotive needs, not many raise the hoods on cars, anymore,,, just to see what'z there
- General lack of work ethic and communication and comprehension skills
- Health care requires greater education than high school for the majority of positions so not particularly impacting our job opportunities.
- How to address a paper envelope. How to address people in email. How to address co-workers. How to spell and formulate words to form an idea.

- I think a lot of the folks here don't have the drive to go above and beyond so they are always at a 'C' level.
- Inability to listen and follow through on tasks as instructed.
- Interpersonal relations and job concentration
- Interpersonal. Work motivation. Job specific skills
- Lack of "hand" skills
- Lack of accountability for individual actions
- Lack of attention/attitude/basic people skills/working with their hands
- Lack of experience and a level of understanding how businesses work.
- Lack of previous work experiences (even in service industry). Inability to pass drug test. Need to start developing work habits in High School through part time jobs. This cannot be taught in school, must be experienced. Even part-time jobs in fast-food
- Lack of problem solving skills. Inability to manage personal finances. Lack of desire to excel they just want to get by. Not taking pride in there work. Lack of ability to communicate a problem.
- Lack of professionalism
- Lack of Relevant Vocational Courses
- Lack of soft skills. Entitlement behavior. They want to be a manager with having no experience. No customer service and/or customer satisfaction skills for repeat business.
- Lack of work ethic
- Lack of work ethic.

- Lack work ethic and job commitment. Poor writing skills.
- Life skills and functions
- Math
- Math and computer science
- Math and writing
- Not prepared to make the job a career. Still have a school attitude.
- Not wanting to get dirty. Not wanting to do manual labor.
- Oral and written communication skills,
- Overall lack of professionalism.
- PEOPLE SKILLS, COMMON SENSE--THINKING THROUGH THE PROBLEMS THAT ARISE & HOW TO HANDLED THEM AND SOME BASIC MATH SKILLS AND COMPUTOR SKILLS
- People skills, work ethic, knowing how to work as a team
- Personal finance, soft skills, phone usage, compliance to rules, expectations of industry
- Poor work ethic. Limited communication skills. Personal appearance (tattoos, body piercings)
- Poor work habits, e.g. Cell phone use, coming in late, excessive sick time, improper dress, and unproductive performance.
- Preparing students for the responsibilities that come with a job.
 1. Reliability
 2. Dress code

3. Attitude

4. Customer service skills

- Problem solving
- Professional skills – however the programs are available. It is often the choice of the individual not to participate in receiving the training at that age.
- Professionalism, adherence to company policy, interview/resume skills, work ethic.
- Professionalism, respect
- Professionalism, soft skills, and timeliness
- Professionalism, work ethic
- Professionalism, work ethic
- Reading and comprehension
- Reading and comprehension skills are low for some. Writing skills are also low.
- Reading comprehension; Writing skills; Critical thinking and problem solving skills
- Reading, writing and math
- Reading, writing, work ethic, social skills, teamwork
- Reliability/Work Attendance
- Soft skills for the workplace
- Soft skills, math, language, verbal and written communications, work ethic

- Soft skills.
- Soft Skills.
Wanting to advance beyond their ability.
- Spelling/grammar
- The attitude toward job. Attitude to do work unsupervised.
- The work ethic is low. They decide when they want to work and if they have to work. Most quit before 6 months are over but not to move to another position elsewhere. We see them in the community without a job or attending school.
- They aren't prepared to have to be directed or counseled. They don't understand even basic computer hardware and software. They expect to be able to take time off for any reason at any time.
- They do not have a full understanding about failure and how, at times, failure can be a good learning tool.
- They do not have a work ethic.
- They lack CDL skills and license.
- Unable to read and follow directions independently.
- Unsure about the career they have chosen with us
Not always reliable and quit without notice
- Use of Technology and willingness/eagerness to learn
- Verbal & writing skill also math skills
- Willingness to work scheduled hours and demanding they set the "rules"
- Work Ethic

- Work ethic
- Work Ethic
- Work ethic
- Work ethic
- Work Ethic
- WORK ETHIC
- Work Ethic – Financial responsibility – Handwriting – Listening skills – critical thinking/problem solving skills
- Work ethic.
- Work ethics
- Work ethics, attendance, entitlement issues, CELL PHONES!
- Work ethics, prioritizing, loyalty and desire to work
- Work readiness is lacking. They are great test takers; they have no ability to apply what they have learned.
- Writing skills
- Writing skills, critical thinking
- Written communication
- Written language, communication

QUESTION 21. Community College and Vocational/Technical School Graduates – Areas of Deficiencies

- Ambition
- Communication Skills
- Communication skills, professionalism
- Communication skills, time management, personal appearance
- Communication skills, willing to work scheduled hours
- Communications skills
- Customer service skills, initiative
- Drive
- Entitlement attitude at times
- Expectations for higher pay
- Experience
- Great on presentation/learning of the education. Students typically lack the interaction skills (interpersonal skills)
- High expectation to advance with minimal time in to learn the field
Not always reliable
- Hired and MBA accountant who struggles with the basics
- Hvac training is not the same as actually doing the work on furnaces and air conditioners
- Inability to use technical programs without additional in house training.
- Intuitive problem solving skills
- Lack of experience with the position – training brings them up to speed

- Lack of experience.
- Lack of professionalism
- Lack of real work experience. Knowledge doesn't always translate to effectiveness of completing a job or task.
- Lack of Relevant Technical Courses
- Life skills and functions
- Longevity, we know it's only temporary for most so getting the buy in is difficult
- Math and computer skills
- Math, reading, writing; problem solving skills; critical thinking skills
- Mostly life experience. However, we hire from C of O quite a bit and they do a good job.
- Motivation to work – Respect for older generation/experience – willingness to do things outside of the "way they were taught in school"
LACK of humility
- Motorcycle Technician courses only give very basic training. It would be good to have a certified training program like the one used at Motorcycle Mechanics Institute in FL & AZ.
- No real world experience in dealing with actual problems that require interpersonal skills.
- Not much willingness to go above and beyond unless it suits their personal goals
- Not prepared for the real world. No work ethic.

- Overall lack of professionalism.
- Overall skills
- Pay expectations
- People skills
- Practical experience gained from internships in the industry they choose.
- Problem solving methodology and collaboration as a team.
- Professionalism, work ethic
- Professionalism, work ethic, attendance
- Readiness. Sense of entitlement is strong.
- Reading and comprehension
- Reading and writing
- Real world application
- Reliability/Work Attendance
- Same as previous answer
- Soft skills and the desire to work hard
- Some students have lacked dependability, and end up quitting without notice.
- Still need improvement over high school graduates, which is almost awful, in communications, soft skills, math and language.
- Students from local culinary schools are not as well prepared as students from over-sea's culinary schools. They also expect to move into leadership positions without the necessary experience.

- The universities teach high level practices but do not train students on actual daily projects that they will be required to do when they graduate. If you have an industrial maintenance degree then you should be able to fix machines when you graduate.
- These individuals what a CEO wage with having no practical experience.
- They all want to be bosses starting out!
- They just need to learn out process and procedures.
- Thinking skills, interpersonal skills, maturity, and reliability.
- Time management
- Unable to read or follow directions independently.
- Understanding how a business is run.
- Understanding the Civil Engineering world completely.
- Understanding the differences in communication with a younger generation
- Use of technology and willingness/eagerness to learn. Communication skills.
- Use of the English language, particularly spelling and punctuation in written communication. Inability to fill out an application completely.
- Verbal & writing, spelling & math ability
- Vocational skills
- Vocational training in blue collar jobs
- Want to be paid/promoted immediately without proving their skills. Too reliant on cell phones/texting for communicating.

- Willingness to work at entry-level salaries, ethics...
- Work Ethic
- WORK ETHIC
- Work ethic. Being able to learn on the job quickly. Manufacturing is a fast moving business. Not for the faint of heart. About 1/3 to 1/2 actually make it.
- Work ethics
- Work Ethics
- Writing skills

QUESTION 23. **College Graduates – Areas of Deficiencies**

- Ability to solve problems that are not routine
- Architectural schools do not train students how to enter the workforce, they teach them how to design. Design skills may be excellent coming out of school, but the graduate may have no skills or experience in how to work in an architectural firm.
- Attitudes toward work and the investment needed for success.
- Both graphic design and marketing students need more "real-world experience."
- Common thread with community colleges. Soft skills, language, math, management.
- Communication skills and work ethics
- Communication skills, professionalism
- Communications Skills and Low Expectations
- Computer Skills
- Critical Lack of relative work experience
- Depends on the program. Some are prepared while others are ill prepared.
- Drive
- Expect Free Benefits – All equal
- Experience
- Hired an MBA accountant who struggles with the basics

- Inter-personal skills computer usage
- Lack interpersonal skills
- Lack of maturity
- Lack of maturity
- Lack of professionalism
- Lack of Relevant Technical Experience
- Lack of web technology training (improving). Lack of experience working with external companies (improving). Lack of experience with the languages we work with (improving). Lack of basic administrative skills.
- Life skills
- More concerned about promotional opportunities without having the knowledge or the experience required to do the job.
- Not committed to future with job
- Not prepared for the reality of a job. Sense of entitlement.
- Not ready to commit to job long term.
- Not technical enough.
- Overall lack of professionalism.
- Practical skills--learning real life skills vs classroom
- Professionalism and work ethic
- Professionalism, work ethic, attendance
- Question some of the training received in school
- Readiness, unrealistic expectations of the work world. The problem exists because many professors have never worked outside of academia.

- Reading and comprehension
 - Real work experience.
 - Skills in Microsoft programs especially Excel and powerpoint and the ability to summarize information into a well written short report for clients.
 - Soft skills
 - Soft skills and decision-making.
 - Soft skills, critical thinking
 - Spelling and sheltered worldview.
 - Testing and communication skills for programmers.
 - They are well qualified but still need additional guidance into the work world.
 - They don't seem to be familiar with the expectations of the industry.
 - They have unrealistic expectations of the work world.
 - Thinking skills, interpersonal skills, maturity, and reliability.
 - Unable to read and follow directions independently.
 - Unfamiliarity with the developmental disability field.
- Strong on academics but lacking in practical exposure to the field and its' realities.
- Work ethic and expectations about it takes to get to a key management position

- Work ethic and the ability to learn quickly on the job. Students with internships fare much better than those without previous industry experience.
- Writing skills.
- Written communication

QUESTION 24. Educational System Providing Area Students With the Knowledge and Skills to Compete in Today's Workforce – Areas of Deficiencies

- Ability of students to express their thoughts and write them down effectively
- As far as our organization is concerned the vo-tec students are learning electrical, automotive, h-vac or welding but not the skills we need them to know.
- At least the recent graduates seem to be the “entitlement generation” – I know everything and I should get paid as such
- Basic computer understanding.
- Basic life skills
- Come to work on time/attitude
- Communication, skills and ability, work ethics
- Comprehension and communication
- Critical thinking and communication
- Critical thinking on both the wage and salary side are deficient amongst those students. Also, reading, writing, and math are deficiencies seen in some levels of graduates of the educational system in the country.
- Dedication to hard work
- Do not see the young employees working on their own for the first time in an 8 hour a day, 5 days a week job, mentally prepared for the financial

demands or committed to work demands as in past generations. Not sure the schools are offering classes in this. :-)

- English, writing
- Everything involving the ill or injured
- Financial abilities
- Government is too involved with education and the curriculums keep changing. No child left behind – and Common Core – which is a joke.
- High school students are not prepared for real life/job.
- High schools are more of a "c." Grammar and other basic skills are not there. Colleges are doing a decent job.
- I think that somehow we need to teach students that if they want to get ahead, they need to behave like professionals. Not being late, taking on the extra project, completing all your work and not pushing it off, not complaining, and stopping the gossip. These are all behavioral issues but these are the hardest deficiencies in working with local employees. It's like sometimes they just don't want to grow up and think it is okay to act like this in a professional environment. Probably fine if you are working at the gas station, but I expect my employees to deal with international teachers and set the standards for global service.
- I think today's students need some relevant experience, not just a fixed, limited curriculum
- Increased soft skills, increased communication skills
- Intuitive problem solving

- Lack of god given common sense
- Lack of maturity among Millennials, personal appearance, lack of communication skills, inability to communicate with people, slackers
- Lack of real-world training- budgeting/credit education, employer expectations, work ethic, practical work skills
- Language and math skills.
- Let's start with basic math, reading and writing.
- Listening, problem solving, critical thinking
- Math, finance, accounting, money skills
- Maturity and ability of students to recognize opportunity and having confidence to make mistakes and grow in their jobs. They are impulsive and do not always think things through and lack full understanding or value of work.
- More on soft skills; especially communication. Also more on basic skills – spelling and grammar.
- Not many of the kids have a clue when it comes to reading and writing
- Oral and written communications, basic math, personal finance, and job search/interview skills
- Personals morals and ethics
- Please see answer to previous question.
- Practical knowledge, people skills
- Problem solving
- Professionalism

- Professionalism
- Professionalism and integrity.
- Programs that focus on more real life type education engage students more. Programs that focus on the magical world of academia and how things should be tend to be counterintuitive to preparing students for anything.
- Reading and comprehension
- Reading and writing needs improved. Basic skills are lacking in some young people. We do a lot of training so those skills are very much needed.
- Reading comprehension, problem solving methodology / skills, valuing on time and attendance in a work place, personally safe behaviors.
- Reading, writing, and math skills
- Real world application
- Real world experiences for the students and on the job training through apprenticeships or mentor programs with the workforce.
- Skills, critical thinking, ability to adapt/overcome
- Soft skills, interpersonal skills, and timeliness.
- Soft skills/communication
- Some of the soft skills. These positions are entry level jobs.
- Taking direction
- The ability to relate to business owners and career veterans. Youth and inexperience will only carry you so far. There is only one reason a

company is hiring and that is because they need you – if you can't fulfill those needs, they'll find someone else that will. Learn how to set yourself apart with traditional values like thank you cards, resumes on heavy paper.... Simple touches could change perception.

- The book knowledge is great, but job skills such as professionalism need improvement. Many times applicants are asked to complete and return documents and are unable to do as they are asked without reminders. Professional dress is an issue. Professional customer service, phone etiquette, email etiquette, employee courtesy are also issues.
- The educational system needs to provide more training to students on soft skills and their importance
- The experience is truly needed and understood from a business perspective. Too many times, employees start with entitlement and do not understand the decisions that have to be made in order for businesses to continue forward. Instead there is a perception that once they get hired, they are owed by the company forever. It's very poor in this area.
- They cannot write out complete sentences or carry the thought process to final completion. Some cannot do simple math (add/sub) without the calculator. Phones not being used for work purposes but you cannot speak to them without waiting for them to finish a personal text/call.
- They need to be taught the basics and not so specialized.
- Trades

- Unreliable and frequent job hopping
exposure to what employers are looking for
unprepared for the realities of working in this day and age
- Vocational training
- Vocational training
- Work ethic
- Work ethic needs to be taught
- Work ethic, interview skills, professionalism.
- Work ethic, technical knowledge, basic skills such as math, reading, writing, comprehension, listening skills
- Work ethics, attendance, entitlement issues, cell phone usage.
- Work habits, writing skills, and communication skills
- Writing skills.

GENERAL COMMENTS

- Appreciate the opportunity to voice my opinions on this important topic. Hopefully the results will assist the community in strengthening the local workforce and give educational institutions insights into what employees need from potential employees.
- Excellent survey. Very good probing questions.
- Great survey!
- I am very pleased with and encouraged by the efforts of the MJC, OTC, SACOC and the surrounding public school systems to work with business and industry to build our future workforce in the Ozarks. I, along with my company, appreciate your efforts and will do anything I can to support you.
- I believe that the poverty levels and domestic violence in our community is an issue for attracting higher quality employers to our community.
- I fully believe that the Missouri Job Centers do a wonderful job finding applicants that meet the job requirements as well as a exceptional job counseling applicants on relevant topics, the lack of preparedness falls back to the individual to make the effort, we end up with dozens of clearly unqualified applicants for every position posted.
- I think Southwest Missouri does an above average job in terms of the workforce and training. Overall there is still a long way to go in aligning educational training with real-world job applications and needs.

- In regard to the quality of live question, overall I believe quality of life to be an asset for attracting employees. The primary exception is with attracting employees who would help diversify our workforce.
- Our greatest problem has been in attracting the right candidates.
- Our Public Schools and Universities do a tremendous job for the Springfield Area. Every generation is challenged by the next, as not caring, or not working hard. It is up to the parents and mentors to develop these traits and it takes time. Jumping right from high school or college straight into Manufacturing is tough. It takes a lot a grit and hard work. Not for everyone.
- Over all Springfield is a great place to live and work, with a good work ethic base. We are fortunate to have so many qualified applicants and employees.
- Please understand that our MO office is only one of our two offices. The other office is outside London, UK so that accounts for 50% of the total head count noted. I did not include those folks in my comments or ratings other than the number count.
- Survey too long
- Thank you
- Thank you for this survey.
- Thanks for performing this important survey!
- Thanks!

- The attitude of employee expectations is very demanding. The mentality is what are you going to do for me as opposed to what can I do help the company grow and be a part of team that wants to make a difference
- The automotive industry is one tough market, a mechanic today needs to be an electrician with a volt ohm meter and the ability to read wiring diagrams
- The Branson MO area has a small labor pool when it comes to qualified line level employees. There are a large number of unqualified employees because of criminal history. The main reason is Drugs. There is also a problem with affordable housing to attract potential employees to move to Branson.
- The survey questions were very wordy and the survey should be shorter. I almost stopped half way through. I have tried to work proactively along with the career center and there is a definite lack of communication in planning events and the time of execution is very narrow. Also I have hired (or I should say made offers) to applicants sourced from the career center, I have scaled back in my partnership with the career center due to the lack of accountable applicants. I believe I only have one still working for my business; the rest either stopped showing up, couldn't pass the background check, or quit without notice. I was even told by a few of them that they just needed to show they were attempting to get a job.
- This is a temporary staffing company so my parameters may be different than other employers but the lack of willingness to work is staggering in

my industry. We have long-termed projects and temp-to-hire opportunities that go begging for dependable workers.

- This is a top issue for us. We need to get those who are serious about a career aligned with those of us who want to provide one for them. A big issue for us is having to kiss a lot of frogs (potential candidates) to get a prince (a good hire). We get a lot more princes when we use people from local colleges (C of O and OTC) and out of local high schools within two years of graduation. In all honesty, we have a large portion of people who are not hireable (smokers, bad work history, using drugs, etc.).
- Unfortunately, the strength & future of our business is in the hands of legislation. Right to Work/Doing away with prevailing wage would absolutely destroy our efforts to attract and retain skilled workforce. This would have a ripple effect into many other areas of business not to mention loss of health benefits and a much lower tax base in our communities. Once the ceiling comes down, so does everything else with it & it becomes a race to the bottom. Then we turn into Kansas, Oklahoma & Arkansas.
- We are a seasonal Lawn and Landscape maintenance business. We see a tremendous turn over each year in help because of a lack of motivation to do physical labor and an exaggerate idea of what unskilled labor is worth. Partly to the "follow of youth" but quite frankly the younger generations don't think manual labor is necessary! However, SOMEONE has to do it! ;)

- We are a small municipal government in Taney County. Our community is not growing.
- We are a temporary, general labor agency always looking for reliable, dependable help...hard physical work is what we do here.
- We are a web agency that employs a fairly large number of people and growing (only an 8 year old company). We are finding that the community in the Springfield Metropolitan Area is not at all prepared to provide quality Front End Developers or Web Knowledgeable Software Engineers. We have been working with overseas contractors, hiring people in other states to work remotely, training people up from college, and hiring people and training them in our industry. This is expensive and only through a heavy focus on internal training have we been able to come close to producing the number of experienced people we need to support our business.
- We will increase employment if we can find qualified applicants. We've been trying on and off most of 2015, not even getting the applicants we used to.