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)
LABOR MARKET ASSESSMENTS:

AN ESSENTIAL DATA ELEMENT FOR
PROGRAM DEVELOPMENT AND EVALUATION

BY

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

**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, 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 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:

Dr. Janice N. Friedel  
Assoc. Vice Chancellor for  
Academic Affairs and Planning  
Eastern Iowa Community College District  
Scott Community College  
500 Belmont Road  
Bettendorf, Iowa 52722
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.

1. Does your firm utilize personnel who must have drafting skills?
   Yes No

2-3. If yes, how are these drafting services provided?
   2. By employee(s) of your firm
   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).

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.

<table>
<thead>
<tr>
<th>Number of Employees</th>
<th>Entry level Salary Range of Full-time Employees</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full-time/Part-time</td>
<td>$10,000  $13,000  $16,000  $20,000  $25,000+</td>
</tr>
</tbody>
</table>

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

14 17
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, auxiliary)
   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 craftspersons 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
   2. 5-9
   3. 10-19
   4. 20-49
   5. 50-99
   6. 100-249
   7. 250-499
   8. 500-999
   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
   5. 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.

<table>
<thead>
<tr>
<th>Manual</th>
<th>Computer</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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
   2. No

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)
   1. Technicians with these skills were hired
   2. On-the-job training
   3. In-house training seminars/classes
   4. External training seminars/classes

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)
   1. Technicians with CAD/D skills will be hired
   2. On-the-job training
   3. In-house seminars
   4. External seminars/classes
   5. Undecided
   6. 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.
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.

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

B. Sales Techniques

14. Ability to prepare for the sale  
15. Knowledgeable of effective sales approaches  
16. Ability to make demonstrations and presentations to the customer(s)  
17. Ability to overcome objections  
18. Ability to "close" the sale  
19. Need for the salesperson to provide customer followup  
20. Need for the salesperson to provide product service after the sale  
21. Ability to handle dissatisfied customers and product complaints
C. Prospecting
22. Salesperson needs to do customer prospecting
23. Ability to phone canvas
24. Ability to make personal "cold calls"
25. Ability to prospect repeat customers
26. Ability to create effective advertisements
27. Ability to design and set up displays
28. Ability to "qualify" the buyer

D. Routing
29. Ability to determine the most efficient sales and delivery route(s)

E. Telephone Techniques
30. Ability to operate phone system(s)
31. Ability to use phone reference material
32. Ability to converse courteously and effectively over the phone with customers

F. Technical Knowledge
33. Knowledge of product features
34. Knowledge of product benefits
35. Knowledge of the competition
36. Knowledge of product legal and ethical requirements
37. Ability to interpret and express abstract, technical, and/or legal concepts.
38. Ability to express oneself orally or in written form

G. Other Sales-Environment Skills
39. Proving cash
40. Performing cashier functions
41. Determining discounts, markups, taxes, etc.
42. Inventory control
43-45. Machine operation:
43. Cash register
44. Calculator
45. Computer equipment

H. Time Management Skills
46. Ability to use time to the best advantage of the company
47. Individually self-directed in using time effectively and efficiently
48. Ability to use time to contact the maximum number of potential clients per day
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 full-time and part-time personnel needs by writing the number in the appropriate column. If staff reductions are anticipated please indicate with a negative number.

<table>
<thead>
<tr>
<th>Full-time</th>
<th>Part-time</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-4. Immediate job openings</td>
<td></td>
</tr>
<tr>
<td>5-8. Anticipated job openings between now and December 31, 1985</td>
<td></td>
</tr>
<tr>
<td>9-12. Anticipated job openings in 1986</td>
<td></td>
</tr>
<tr>
<td>13-16. Anticipated job openings in 1987</td>
<td></td>
</tr>
</tbody>
</table>

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.
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.)

<table>
<thead>
<tr>
<th>NO NEED</th>
<th>NEED</th>
<th>STRONG NEED</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. HARDWARE/EQUIPMENT USE</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>B. OPERATING SYSTEM</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>C. BASIC COMPUTING CONCEPTS AND TERMINOLOGY</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>D. APPLICATIONS SOFTWARE (INVENTORY, PAYROLL, ETC.)</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>E. WORDPROCESSING</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>F. SPREADSHEET</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>G. DATA BASE MANAGEMENT</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>H. PROJECT MANAGEMENT</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>I. KEYBOARDING</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>J. GRAPHICS</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>K. NETWORKING</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>L. BASIC</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>M. C</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>N. OTHER</td>
<td>( )</td>
<td>( )</td>
</tr>
</tbody>
</table>

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? __________

9. Spreadsheet software used:

<table>
<thead>
<tr>
<th>NOT USED</th>
<th>Seldom Used</th>
<th>Used</th>
<th>STRONG USE</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. LOTUS 1-2-3</td>
<td>( )</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>B. SUPERCALC</td>
<td>( )</td>
<td>( )</td>
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</tr>
<tr>
<td>C. MULTIPLAN</td>
<td>( )</td>
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<tr>
<td>D. VISICALC</td>
<td>( )</td>
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<tr>
<td>E. OTHER</td>
<td>( )</td>
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</tr>
</tbody>
</table>

10. Wordprocessing systems used:

<table>
<thead>
<tr>
<th>NOT USED</th>
<th>Seldom Used</th>
<th>Used</th>
<th>STRONG USE</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. WORDSTAR</td>
<td>( )</td>
<td>( )</td>
<td>( )</td>
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<tr>
<td>B. WORDPERFECT</td>
<td>( )</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>C. MULTIMATE</td>
<td>( )</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>D. MICROSOFT WORD</td>
<td>( )</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>C. PFS:WRITE</td>
<td>( )</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>D. OTHER</td>
<td>( )</td>
<td>( )</td>
<td>( )</td>
</tr>
</tbody>
</table>
11. Data Base Management systems used: NOT SELDOM 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 STRONG USE
A. ( ) ( ) ( )
B. ( ) ( ) ( )
C. ( ) ( ) ( )
D. ( ) ( ) ( )

13. Microcomputers:
<table>
<thead>
<tr>
<th>VENDOR</th>
<th>MODEL/TYP</th>
<th>NUMBER INSTALLED</th>
<th>NUMBER PLANNED TO INSTALL</th>
<th>OPERATING SYSTEM (DOS, CP/M, etc.)</th>
</tr>
</thead>
<tbody>
<tr>
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</tbody>
</table>

SECTION C

14. What are your current training needs for Data Processing employees? (Check the appropriate column.)
<table>
<thead>
<tr>
<th>NO NEED</th>
<th>NEED</th>
<th>STRONG NEED</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. TERMINAL USE</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>B. BASIC COMPUTER CONCEPTS AND TERMINOLOGY</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>C. DATA BASE MANAGEMENT</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>D. DATA COMMUNICATIONS</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>E. MANAGEMENT INFORMATION SYSTEMS</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>F. OPERATING SYSTEMS</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>F. NETWORKING</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>G. COMPUTER OPERATIONS</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>H. PROGRAMMING LANGUAGES</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>I. INTERACTIVE/ONLINE PROGRAMMING</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>J. OTHER</td>
<td>( )</td>
<td>( )</td>
</tr>
</tbody>
</table>

15. Programming Languages Used: NOT SELDOM USED STRONG USE
| COBOL | ( ) | ( ) | ( ) | ( ) (12) |
| RPG II OR III | ( ) | ( ) | ( ) | ( ) (13) |
| BAL | ( ) | ( ) | ( ) | ( ) (14) |
| FORTRAN | ( ) | ( ) | ( ) | ( ) (15) |
| PL/1 | ( ) | ( ) | ( ) | ( ) (16) |
| OTHER | ( ) | ( ) | ( ) | ( ) (17) |
| OTHER | ( ) | ( ) | ( ) | ( ) (18) |

16. Data Base Management System Used:
| DB2 | ( ) | ( ) | ( ) | ( ) (19) |
| TOTAL | ( ) | ( ) | ( ) | ( ) (20) |
| IMS | ( ) | ( ) | ( ) | ( ) (21) |
| SQL | ( ) | ( ) | ( ) | ( ) (22) |
| OTHER | ( ) | ( ) | ( ) | ( ) (23) |
17. Data Communications Systems Used:
   - NOT USED
   - SELDOM USED
   - USED
   - STRONG USE
   - A. CICS
     ( ) ( ) ( ) ( ) (24)
   - B. ENVIRON
     ( ) ( ) ( ) ( ) (25)
   - C. OTHER
     ( ) ( ) ( ) ( ) (26)

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

19. TERMINALS
   VENDOR
   MODEL/TYE
   NUMBER INSTALLED
   NUMBER PLANNED TO INSTALL

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 ___

   EDUCATION LEVEL
   1. HIGH SCHOOL DIPLOMA
   2. POST-SECONDARY
   3. CERTIFICATE (6 MO.)
   4. ASSOCIATES DEGREE (2 YR.)
   5. BACHELORS DEGREE (4 YR.)
   6. MASTERS DEGREE

   HIRING SOURCE
   1. WITHIN DATA PROCESSING
   2. WITHIN COMPANY
   3. EMPLOYMENT AGENCY
   4. COMMUNITY COLLEGE
   5. FOUR YEAR COLLEGE
   6. OTHER

   ENTRY-LEVEL SALARY
   1. $ 9999 OR LESS
   2. 10000 - 12999
   3. 13000 - 15999
   4. 16000 - 19999
   5. 20000 - 24999
   6. 25000 AND OVER

   PRIMARY HIRING SOURCE
   MINIMUM SALARY RANGE
   NUMBER OF PRESENT OPENINGS
   NUMBER OF 1986 OPENINGS

   DATA ENTRY
   COMPUTER OPERATOR
   BUSINESS PROGRAMMER
   PROGRAMMER ANALYST
   SYSTEMS ANALYST
   SYSTEMS PROGRAMMER
   OTHER

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
   MORE NO CHANGE
   ACCOUNTING
   MATHEMATICS
   COMMUNICATIONS SKILLS
   HUMAN RELATIONS SKILLS
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 provided.

SECTION A

1. What kind of certification do you have? (1-2)
   1. LPN
   2. RN
   3. ENT-A
   4. ENT-I
   5. ENT-II
   6. ENT-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)

SECTION B

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.

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"

11. Are you working part-time primarily because:
    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-$11.11/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 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.
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.

1. How many physicians are there presently in your office? ______

2. 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.

<table>
<thead>
<tr>
<th>Licensed/Certified Personnel</th>
<th>Non-Licensed/Non-Certified Personnel</th>
</tr>
</thead>
<tbody>
<tr>
<td>___ Physician's Assistant</td>
<td>___ Receptionist/Secretary</td>
</tr>
<tr>
<td>___ Nurse Practitioner</td>
<td>___ Bookkeeper/Billing Clerk</td>
</tr>
<tr>
<td>___ Registered Nurse</td>
<td>___ Medical Assistant</td>
</tr>
<tr>
<td>___ Licensed Practical Nurse</td>
<td>___ Insurance Clerk</td>
</tr>
<tr>
<td>___ Medical Laboratory Technician</td>
<td>___ Other: _______________________</td>
</tr>
<tr>
<td>___ Medical Laboratory Assistant</td>
<td>___ Other: _______________________</td>
</tr>
<tr>
<td>___ Radiologic Technician</td>
<td></td>
</tr>
<tr>
<td>___ Surgical Technician</td>
<td></td>
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<tr>
<td>___ Medical Technologist</td>
<td></td>
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<tr>
<td>___ Nursing Assistant</td>
<td></td>
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<tr>
<td>___ Other: __________________</td>
<td></td>
</tr>
<tr>
<td>___ Other: __________________</td>
<td></td>
</tr>
</tbody>
</table>

3. 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.

<table>
<thead>
<tr>
<th>Licensed/Certified Personnel</th>
<th>Non-Licensed/Non-Certified Personnel</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Openings</td>
<td>Number of Openings</td>
</tr>
<tr>
<td>Physician's Assistant</td>
<td>Receptionist/Secretary</td>
</tr>
<tr>
<td>Nurse Practitioner</td>
<td>Bookkeeping/Billing Clerk</td>
</tr>
<tr>
<td>Registered Nurse</td>
<td>Insurance Clerk</td>
</tr>
<tr>
<td>Licensed Practical Nurse</td>
<td>Medical Assistant</td>
</tr>
<tr>
<td>Medical Laboratory Technician</td>
<td>Other:</td>
</tr>
<tr>
<td>Medical Laboratory Assistant</td>
<td>Other:</td>
</tr>
<tr>
<td>Radiologic Technician</td>
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<tr>
<td>Surgical Technician</td>
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<tr>
<td>Medical Technologist</td>
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<tr>
<td>Nursing Assistant</td>
<td></td>
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<td>Other:</td>
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<tr>
<td>Other:</td>
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</tbody>
</table>

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

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.

Thank you.
**SECTION A**  
**FACILITY DESCRIPTION:** Please provide the requested information in the space provided.

1. How many beds does your facility have? 

2. 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.

3. 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.)

<table>
<thead>
<tr>
<th>Personnel Category</th>
<th>Number of Employees</th>
<th>Below $3.36</th>
<th>$3.36 - $4.00</th>
<th>$4.00 - $4.99</th>
<th>$5.00 - $5.99</th>
<th>$6.00 - $6.99</th>
<th>$7.00 - $7.99</th>
<th>$8.00 - $8.99</th>
<th>$9.00 - $9.99</th>
<th>Above $10.00</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physician's Assistant</td>
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<tr>
<td>Nurse Practitioner</td>
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<td>Registered Nurse</td>
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<tr>
<td>Licensed Practical Nurse</td>
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<tr>
<td>Medical Technologist</td>
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<tr>
<td>Medical Laboratory Technician</td>
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<td>Medical Laboratory Assistant</td>
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<td>Radiologic Technician</td>
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<tr>
<td>Number of Employees</td>
<td>Below $3.35</td>
<td>$3.35-$3.99</td>
<td>$4.00-$4.99</td>
<td>$5.00-$5.99</td>
<td>$6.00-$6.99</td>
<td>$7.00-$7.99</td>
<td>$8.00-$8.99</td>
<td>$9.00-$9.99</td>
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<td>Medical Records Specialist</td>
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</table>

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.)

<table>
<thead>
<tr>
<th>Present Openings</th>
<th>1987</th>
<th>1988</th>
<th>1989</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physician's Assistant</td>
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<tr>
<td>Nurse Practitioner</td>
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<tr>
<td>Registered Nurse</td>
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<tr>
<td>Licensed Practical Nurse</td>
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<tr>
<td>Medical Technologist</td>
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<td>Medical Laboratory Technician</td>
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<td>Medical Laboratory Assistant</td>
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<td>Radiologic Technician</td>
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<td>Surgical Technician</td>
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<td>Respiratory Therapist</td>
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<td>Biomedical Technician</td>
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<td>Ultrasound Technician</td>
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<td>Nuclear Medicine Technician</td>
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<td>Speech Therapist</td>
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<td>Nursing Assistant</td>
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<td>Phlebotomist</td>
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<td>Social Worker</td>
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<td>Activities Director</td>
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<td>Computer Operator</td>
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<td>Medical Records Specialist</td>
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<tr>
<td>Health Unit Coordinator</td>
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<tr>
<td>Other</td>
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</tbody>
</table>
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.

__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________

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

__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________

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

__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________

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

__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________

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

__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
3. 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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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.

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

SECTION A

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.)

<table>
<thead>
<tr>
<th>Number of Employees</th>
<th>Please List (✓) Entry Level Salary Range</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full Time</td>
<td>Part Time</td>
</tr>
</tbody>
</table>

| Registered Nurse    | $3.35/hr $3.36 - $4.00 - $4.99/hr $5.99/hr $6.99/hr $7.99/hr $8.00+/hr |
| Licensed Practical Nurse | or below $3.99/hr $4.99/hr $5.99/hr $6.99/hr $7.99/hr $8.00+/hr |
| 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) |                                        |
What are your present/projected employment needs in the following areas? Please list the number of present and projected openings in the following categories.

<table>
<thead>
<tr>
<th>Number of Present Openings</th>
<th>Number of Projected Openings:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registered Nurse</td>
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<tr>
<td>Licensed Practical Nurse</td>
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<tr>
<td>Nursing Assistant</td>
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<tr>
<td>Radiologic Technician</td>
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<tr>
<td>Medical Laboratory Technician</td>
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<td>Medical Laboratory Assistant</td>
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<td>Speech Therapist</td>
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<td>Occupational Therapist</td>
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<td>Physical Therapist</td>
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<td>Medical Assistant</td>
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<td>Social Worker</td>
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<td>Activities Director</td>
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<tr>
<td>Other (Please List)</td>
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</table>

SECTION C

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

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.

Thank you.
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
- On-the-Job Training (OJT)
- In-House Training Provided by Supervisory Personnel
- External Classes/Workshops

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**COLUMN A**

<table>
<thead>
<tr>
<th>How Task is Performed</th>
<th>How Employee Skills are Obtained</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>4. Entry Level</td>
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<tr>
<td></td>
<td>5. On-the-Job Training (OJT)</td>
</tr>
<tr>
<td></td>
<td>6. In-House Training</td>
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<td></td>
<td>7. External Classes/Workshops</td>
</tr>
<tr>
<td>1. Own Personnel</td>
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<tr>
<td>2. Contracted Services</td>
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<tr>
<td>3. Not Applicable</td>
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</tbody>
</table>

1. **Lavatory cleaning**
2. **Carpeting**
3. **Vacuuming**
4. **Spot removal**
5. **Steam cleaning**
6. **Floors**
7. **Dry mopping**
8. **Wet mopping**
9. **Buffing**
10. **Waxing**
11. **Bedmaking**
12. **Lighting Replacement**
13. **Ceiling tiles**
14. **Cleaning**
15. **Replacement**
16. **Mixing cleaning compounds**
17. **Wall cleaning (wall coverings)**
18. **Upholstery care**
19. **Moving heavy objects**
20. **Window cleaning**
21. **Cleaning of window coverings**
22. **Flag duties**
23. **Estimating/scheduling jobs**
24. **Orders and receives supplies**

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<table>
<thead>
<tr>
<th>COLUMN A</th>
<th>COLUMN B</th>
</tr>
</thead>
<tbody>
<tr>
<td>How Task is Performed</td>
<td>How Employee Skills are Obtained</td>
</tr>
<tr>
<td>1. Own Personnel</td>
<td>4. Entry Level</td>
</tr>
<tr>
<td>2. Contracted Services</td>
<td>5. On-the-Job Training (OJT)</td>
</tr>
<tr>
<td>3. Not Applicable</td>
<td>6. ID-Site Training</td>
</tr>
<tr>
<td>4. Internal Classes/Workshops</td>
<td>7.</td>
</tr>
</tbody>
</table>

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.

<table>
<thead>
<tr>
<th></th>
<th>Fulltime</th>
<th>Parttime</th>
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<tbody>
<tr>
<td>63-64.</td>
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<td>65-66.</td>
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<td>67-68.</td>
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<td>69-70.</td>
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</tbody>
</table>

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.

<table>
<thead>
<tr>
<th></th>
<th>75. Pre-employment Training</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>76. On-the-Job Training</td>
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<tr>
<td></td>
<td>77. In-House training provided by supervisory personnel</td>
</tr>
<tr>
<td></td>
<td>78. External Classes/Workshops</td>
</tr>
</tbody>
</table>

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.
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. 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. How many radiologic technologists do you presently employ?

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. 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)

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5. Do you hire only registered radiologic technologists?
   1. Yes  2. No

6. Do you prefer to hire radiologic technologists who are registered/certified in more than one discipline/specialty area?
   1. Yes  2. No

7. If you answered yes to question #6, please circle all of the following that apply.
   1. Radiography (R.T.R.)
   2. Nuclear Medicine (R.T.N.)
   3. Radiation Therapy (R.T.T.)
   4. Medical Sonography (R.D.M.S.)
   5. Other (please specify)

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. What are the immediate and projected employment needs for radiologic technologists at your facility?
   1. Immediate job openings?  [ ] Full-Time  [ ] Part-Time
   2. Anticipated job openings during 1986?  [ ]
   3. Anticipated job openings in 1987?  [ ]

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. If you answered yes to question #10, please indicate which of the following methods you employ. (Please circle all that apply)
    1. On-the-job-training
    2. In-house seminars/workshops
    3. External seminars/workshops
    4. External school/classes at the local community college
    5. External school/classes at a university/four year college
    6. Other (please specify)  ____________________________
12. Please indicate what methods you employ in allowing your present radiologic technologists to update their knowledge/skill levels. (circle all that apply)

1. On-the-job-training
2. In-house seminars/workshops
3. External seminars/workshops
4. External school/classes at the local community college
5. External school/classes at a University/four year college
6. no updating activities employed
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. 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. 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. Do you see a need for cross-training radiologic technologists in the medical imaging technologies (i.e., Sonography, Nuclear Medicine, Radiation Therapy)?

1. Yes  2. No

Please explain__________________________

16. Do you feel that cross-trained 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?

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<td>3. Monthly</td>
</tr>
<tr>
<td>6. Not Used</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Personal Characteristics

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

<table>
<thead>
<tr>
<th>Skill Description</th>
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<th>How Often Does The New Employee Use Skill</th>
</tr>
</thead>
<tbody>
<tr>
<td>13. Perform basic mathematical functions.</td>
<td>1 2 3 4 5 6</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>14. Operate radiographic imaging equipment.</td>
<td>1 2 3 4 5 6</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>15. Operate Accessory devices.</td>
<td>1 2 3 4 5 6</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>16. Position imaging system to perform radiographic examinations and procedures.</td>
<td>1 2 3 4 5 6</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>17. Process radiographs.</td>
<td>1 2 3 4 5 6</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>18. Determine exposure factors to obtain diagnostic quality radiographs.</td>
<td>1 2 3 4 5 6</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>19. Adapt exposure factors when appropriate</td>
<td>1 2 3 4 5 6</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>20. Evaluate radiographic images for appropriate image quality.</td>
<td>1 2 3 4 5 6</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
</tr>
</tbody>
</table>

### Positioning Skills

<table>
<thead>
<tr>
<th>Skill Description</th>
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<th>How Soon After Starting Job Does Employee Use Skill</th>
<th>How Often Does The New Employee Use Skill</th>
</tr>
</thead>
<tbody>
<tr>
<td>21. Demonstrate knowledge of human structure, function and pathology.</td>
<td>1 2 3 4 5 6</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>22. Position patient to perform radiographic examinations and procedures.</td>
<td>1 2 3 4 5 6</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>23. Modify standard procedures to accomodate for patient condition and other variables.</td>
<td>1 2 3 4 5 6</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>24. Evaluate radiographic images for appropriate positioning.</td>
<td>1 2 3 4 5 6</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
</tr>
</tbody>
</table>

### Nursing Skills

<table>
<thead>
<tr>
<th>Skill Description</th>
<th>Order of Importance to New Employee</th>
<th>How Soon After Starting Job Does Employee Use Skill</th>
<th>How Often Does The New Employee Use Skill</th>
</tr>
</thead>
<tbody>
<tr>
<td>25. Anticipate and provide basic patient care and comfort.</td>
<td>1 2 3 4 5 6</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>26. Apply principles of body mechanics.</td>
<td>1 2 3 4 5 6</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>27. Recognize emergency patient conditions.</td>
<td>1 2 3 4 5 6</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>28. Initiate first aid and basic life support procedures.</td>
<td>1 2 3 4 5 6</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
</tr>
</tbody>
</table>
Radiation Protection

29. Determine exposure factors with minimum radiation exposure.
30. Practice radiation protection for the patient, self and others.
31. Use shields when appropriate.

Quality Assurance

32. Know the safe limits of equipment operations.
33. Report equipment malfunctions.
34. Demonstrate understanding of quality assurance.
35. Evaluate performance of radiographic systems.

Microcomputer knowledge

36. Understand basic computing concepts and terminology.
37. Operate computer-aided imaging systems.
38. Ability to use keyboard.
39. Ability to interact with computer systems.

Storage of Documents and Imaging Records

40. File documents when appropriate.
41. Retrieve documents when appropriate.
42. Manage clerical desk.
43. Prepare paper work for imaging study.
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.

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. Is your business involved in design services only, or do you carry a merchandise inventory?
   1. design services only
   2. merchandise inventory
3. In which of the following "specialty areas" are your interior design personnel involved? (circle all that apply)
1. Retail merchandise display
2. Commercial design
3. Kitchen/bath design
4. Wallcoverings
5. Floor coverings
6. Window treatments
7. Furniture
8. Accessories
9. Lighting
10. Other specialty area(s) (Please specify)________________________

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

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

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. 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.

   (-23,26) Present job openings
   (-27,30) Projected job openings between now and December, 1986
   (-31,34) Projected job openings in 1987

   Full-time Part-time
   _______ _______
   _______ _______
12. How have your present interior design personnel received their training? (circle all that apply)
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. What methods do your interior design personnel presently utilize to update their knowledge/skill levels?
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) ________________________________

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. 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 ___ in the enclosed postage paid envelope.
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?

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**TECHNICAL DRAFTING & ILLUSTRATION**

1. Read and interpret blue prints.
2. Draft floor plans, elevations and detail sections.
3. Utilize lettering skills.
4. Understand construction systems.
5. Draw detailed interior elevations.
6. Display perspective drawing skill.
7. Display skills in illustration of various materials, color and textures in perspective renderings.
8. Know basic housing styles and floor plans.
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9. Display understanding of construction details such as doors, windows, stair, and fireplaces.
10. Use computer competency for inventory and bookkeeping.
11. Use computer aided drafting skills for floor plans or elevations.
12. Use computer word processing.

**MATERIAL & FURNITURE SPECIFICATIONS**

1. Evaluate and identify factors affecting selections for residential or commercial interiors.
2. Evaluate aesthetic quality of materials.
3. Identify quality in fibers and fabrics.
4. Identify basic characteristic of major periods and styles of furniture.
5. Identify quality manufacturer's characteristics in furniture.
6. Identify quality manufacturer's characteristics in floor coverings.
7. Identify quality manufacturer's characteristics in wall coverings.
8. Select fabrics appropriate to the furniture style, period and use of rooms.
9. Identify types of windows, parts of window and possible window treatments.
10. Use correct terminology to describe various window treatments and hardware.
11. Take accurate measurements for window treatments.
12. Advise client in appropriate selection and placement of lamps/fixtures.
13. Use correct textile terminology.
15. Coordinate floors, walls, ceilings, furnishings, and accessories in a room.
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16. Use correct terminology to describe floor, wall, and ceiling treatments.
17. Identify care, appearance, and use of basic floor coverings, and wall and ceiling treatments.
18. Coordinate floor coverings, and wall and ceiling treatment samples with fabrics and accessories.
19. Analyze factors considered important by the customer in the selection of materials for floors, walls, and ceilings.
20. Prepare estimates of floor or wall covering needed.
22. Evaluate needs of client and interpret factors considered important to individual in the selection of materials and furniture.

**DESIGN CONCEPTS AND SPACE PLANNING**

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

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

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. How many automotive technicians does your business employ?

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

   1-1

   2(-2,3)

   3(-4,6)
PERSONNEL DATA: Please circle the number of the response which reflects your answer to the following questions or provide the information requested.

4. How are your technicians compensated?
   1. Hourly wage
   2. Flat rate
   3. Salary
   4. Salary plus commission
   5. Salary plus commission
   6. Other: (Please list)

5. What is the expected yearly compensation paid by your business to a full-time entry 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. 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 (e.g., transmissions)
   6. Other: (please list)

7. Do you employ automotive technicians that specialize in a given area(s)?
   1. Yes
   2. No (Please skip to question #9)

8. If you answered "yes" to question #7, in which of the following areas do you employ specialists? (Circle all that apply)
   (11) Brakes specialist
   (12) Electrical systems specialist
   (13) Engine performance specialist
   (14) Engine repair specialist
   (15) Automatic transmissions and transaxle specialist
   (16) Manual drive train and axle specialist
   (17) Heating and air conditioning specialist
   (18) Suspension and steering specialist
   (19) Other (Please specify)
   (20) We do not employ specialists
9. Where do your automotive technicians receive their training in "specialty" areas? (circle all that apply).
1. On-the-job training
2. External training seminars and workshops
3. Internal training seminars and workshops
4. Factory service schools
5. Community college/trade school
6. Other: (Please list)

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. What are your present/projected employment needs for automotive technicians?

Number of present openings?
Number of projected openings in 1987?
Number of projected openings in 1988?

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

14. Please describe the kinds of needs you might have now (or in the future) for a computer systems-trained automotive technician.
15. What do you see as the new and emerging trends in the automotive technology field today?


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

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


We welcome any comments.
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.

1. Do you presently employ personnel trained in the electronics field (e.g., electronics technicians, field service technicians) in your firm 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.

2. Please list the total number of employees in your business?

3. Of the total number of personnel employed by your business, how many are employed in the electronics field?

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

   Job Categories
   Electronics Technicians
   Field Service Representatives (Technicians)
   Electricians
   Electronics Repairman
   Custom Service Engineer
   Other
   Other

   Number of Personnel Employed
   58
   68
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. 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. 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. 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.

<table>
<thead>
<tr>
<th>Less than $10,000</th>
<th>$10,000-$12,999</th>
<th>$13,000-$15,999</th>
<th>$16,000-$19,999</th>
<th>$20,000-$24,999</th>
<th>Over $25,000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electronics Technicians</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Field Service Representatives (Technicians)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Electricians</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Electronics Repairman</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Customer Service Engineer</td>
<td></td>
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</tr>
<tr>
<td>Other</td>
<td></td>
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</tr>
<tr>
<td>Other</td>
<td></td>
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<td></td>
<td></td>
</tr>
</tbody>
</table>
**EMPLOYMENT PROJECTIONS/EDUCATIONAL NEEDS:** Please indicate your response by circling the number corresponding to your choice or by providing the information requested.

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

<table>
<thead>
<tr>
<th>Job Categories</th>
<th>Number of Immediate Openings</th>
<th>Anticipated Openings in 1987</th>
<th>Anticipated Openings in 1988</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electronics Technicians</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Field Service Representatives (Technicians)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Electricians</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Electronics Repairman</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Customer Service Engineer</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

11. Please indicate which of the following methods you employ in the education/training of entry-level electronics personnel. (Please check all that apply)
   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. Which of the following represent the primary end-product(s) (or service performed) at your firm or business? (Please circle all that apply)

1. Computers
2. Computer-Peripheral equipment
3. Office and Business machines
4. Communication systems and equipment
5. Navigation and Guidance systems and equipment
6. Aircraft, Missiles, Space and Ground support equipment
7. Oceanography and support equipment
8. Testing, Measurement and Instrumentation equipment
9. Medical Electronics equipment
10. Industrial Controls/Systems Equipment and Robotics
11. Consumer Electronics and Appliances
12. Components and Sub-Assemblies
13. Materials and Hardware
14. Consultants
15. Companies Using Electronic Products in their Manufacturing Process
16. Commercial Users of Electronic Equipment
17. Electronic Distribution
18. Education
19. Manufacturer's Representatives
20. Other (Please specify)

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

We welcome your comments

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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.

1. Do you presently employ personnel responsible for the servicing (i.e., 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. Would you describe your business as a retail or wholesale sales and service organization?
   1. Yes (If yes, please skip question 3 and continue with question 4)
   2. No

3. Which of the following would best describe your business/industry?
   1. Manufacturing
   2. Educational facility
   3. Health facility (e.g., hospital, clinic, etc.)
   4. Residential facility (e.g., apartment complex, etc.)
   5. Commercial facility (e.g., hotel, motel, office complex, etc.)
   6. Other (please specify)
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. What is the total number of employees in your business/industry?

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

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. 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. 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. 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.

| Full-time | Part-time |
|-----------|
|           |

- Current job openings
- Job openings between now and December, 1986
- Job openings in 1987

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

- On-the-job training/updating
- In-house training seminars/workshops
- External training seminars/workshops
- Factory service schools
- The community college
- No training/updating provided
- Other (please specify)

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. 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. 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

|---------------------|-----------------------|-------------------|-------------------|------------------|--------------|

## Tool & Equipment Use

1. Use hand tools.
2. Use measuring instruments.
3. Use portable power tools.
4. Use electrical test equipment -- VOM's, ammeters, milli-voltmeters, line voltage recorders, capacitor analyzers.
5. Use hermetic analyzers.
6. Use start boxes.
7. Use time and temperature recorders.
8. Use super heat gauges.
9. Use pyrometers.
10. Use tubing fabrication tools.
11. Use brazing, soldering, and welding equipment.
12. Use gauge manifolds.
13. Use leak detection devices.
14. Use vacuum pumps.
15. Use charging cylinders.
16. Use psychrometers.
17. Use manometers.
18. Use combustion test kits.
<table>
<thead>
<tr>
<th>Electrical Components</th>
<th>Order of Importance to New Employee</th>
<th>How Soon After Starting Job Does Employee Use Skill</th>
<th>How Often Does The New Employee Use Skill</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Interpret wiring diagrams and schematics.</td>
<td>1 2 3 4 5 6</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>2. Physically trace and test electrical systems.</td>
<td>1 2 3 4 5 6</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>3. Install and service motors.</td>
<td>1 2 3 4 5 6</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>4. Install and service magnetic starters.</td>
<td>1 2 3 4 5 6</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>5. Install and service relays.</td>
<td>1 2 3 4 5 6</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>6. Install and service protective devices.</td>
<td>1 2 3 4 5 6</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>7. Install and service defrost components.</td>
<td>1 2 3 4 5 6</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>8. Install and test capacitors.</td>
<td>1 2 3 4 5 6</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>9. Install and test transformers.</td>
<td>1 2 3 4 5 6</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>10. Install and service ignition systems.</td>
<td>1 2 3 4 5 6</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>11. Install and service humidistats.</td>
<td>1 2 3 4 5 6</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>12. Install and service electronic air cleaners.</td>
<td>1 2 3 4 5 6</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Refrigeration &amp; Comfort Cooling Mechanical Equipment</th>
<th>Order of Importance to New Employee</th>
<th>How Soon After Starting Job Does Employee Use Skill</th>
<th>How Often Does The New Employee Use Skill</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Interpret plans.</td>
<td>1 2 3 4 5 6</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>2. Install and service condensing units.</td>
<td>1 2 3 4 5 6</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>3. Install and service evaporator units.</td>
<td>1 2 3 4 5 6</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>4. Install and service chilled water coils.</td>
<td>1 2 3 4 5 6</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>5. Install and service refrigerant controls.</td>
<td>1 2 3 4 5 6</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>6. Install and service remote condensers.</td>
<td>1 2 3 4 5 6</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>7. Install and service compressors.</td>
<td>1 2 3 4 5 6</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>8. Install and service heat pumps.</td>
<td>1 2 3 4 5 6</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>9. Install walk in coolers and freezers.</td>
<td>1 2 3 4 5 6</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>10. Install and insulate tubings and pipings.</td>
<td>1 2 3 4 5 6</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>11. Install and service valves.</td>
<td>1 2 3 4 5 6</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>12. Leak test, evacuate, and charge systems.</td>
<td>1 2 3 4 5 6</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
</tr>
</tbody>
</table>
### Maintenance of Air Conditioning Equipment

<table>
<thead>
<tr>
<th>Order of Importance to New Employee</th>
<th>How Soon After Starting Job Does Employee Use Skill</th>
<th>How Often Does The New Employee Use Skill</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Extremely Important</td>
<td>1. Within first week</td>
<td>1. Daily</td>
</tr>
<tr>
<td>2. Very Important</td>
<td>2. After 3 months</td>
<td>2. Weekly</td>
</tr>
<tr>
<td>3. Important</td>
<td>3. After 9 months</td>
<td>3. Monthly</td>
</tr>
<tr>
<td>6. Not Used</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Maintenance of Heating Equipment**

<table>
<thead>
<tr>
<th>Task</th>
<th>Order of Importance</th>
<th>How Soon After Starting Job Does Employee Use Skill</th>
<th>How Often Does The New Employee Use Skill</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interpret plans</td>
<td>1</td>
<td>Within first week</td>
<td>Daily</td>
</tr>
<tr>
<td>Install and service heat pumps</td>
<td>2</td>
<td>After 3 months</td>
<td>Weekly</td>
</tr>
<tr>
<td>Install and service forced air furnaces</td>
<td>3</td>
<td>After 9 months</td>
<td>Monthly</td>
</tr>
<tr>
<td>Install and service electric resistance duct heaters</td>
<td>4</td>
<td>After 1 year</td>
<td>Yearly</td>
</tr>
<tr>
<td>Install and service hydronic systems</td>
<td>5</td>
<td>Not Used</td>
<td></td>
</tr>
<tr>
<td>Size and install flue vents</td>
<td>6</td>
<td>Daily</td>
<td></td>
</tr>
<tr>
<td>Install and repair fuel and water pipings</td>
<td>7</td>
<td>Weekly</td>
<td></td>
</tr>
<tr>
<td>Install and test thermocouples</td>
<td>8</td>
<td>Monthly</td>
<td></td>
</tr>
<tr>
<td>Install and service oil burners</td>
<td>9</td>
<td>Yearly</td>
<td></td>
</tr>
<tr>
<td>Install and service converters</td>
<td>10</td>
<td>Not Used</td>
<td></td>
</tr>
<tr>
<td>Balance Systems</td>
<td>11</td>
<td>Daily</td>
<td></td>
</tr>
</tbody>
</table>

**Maintenance of Air Conditioning Equipment**

<table>
<thead>
<tr>
<th>Task</th>
<th>Order of Importance</th>
<th>How Soon After Starting Job Does Employee Use Skill</th>
<th>How Often Does The New Employee Use Skill</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interpret plans</td>
<td>1</td>
<td>Within first week</td>
<td>Daily</td>
</tr>
<tr>
<td>Install and service fans and blowers</td>
<td>2</td>
<td>After 3 months</td>
<td>Weekly</td>
</tr>
<tr>
<td>Install and service exhaust components</td>
<td>3</td>
<td>After 9 months</td>
<td>Monthly</td>
</tr>
<tr>
<td>Install and service makeup air components</td>
<td>4</td>
<td>After 1 year</td>
<td>Yearly</td>
</tr>
<tr>
<td>Install and service humidifiers</td>
<td>5</td>
<td>Not Used</td>
<td></td>
</tr>
<tr>
<td>Install and service air filters</td>
<td>6</td>
<td>Daily</td>
<td></td>
</tr>
<tr>
<td>Install and service economizers</td>
<td>7</td>
<td>Weekly</td>
<td></td>
</tr>
<tr>
<td>Install and service heat recovery units</td>
<td>8</td>
<td>Monthly</td>
<td></td>
</tr>
<tr>
<td>Install ductwork and dampers</td>
<td>9</td>
<td>Yearly</td>
<td></td>
</tr>
<tr>
<td>Balance air flow</td>
<td>10</td>
<td>Not Used</td>
<td></td>
</tr>
<tr>
<td>Install and service reheat coils</td>
<td>11</td>
<td>Daily</td>
<td></td>
</tr>
<tr>
<td>Control Systems</td>
<td>Order of Importance to New Employee</td>
<td>How Soon After Starting Job Use Skill</td>
<td>How Often Does The New Employee Use Skill</td>
</tr>
<tr>
<td>---------------------------------------------------------------------------------</td>
<td>-------------------------------------</td>
<td>--------------------------------------</td>
<td>------------------------------------------</td>
</tr>
<tr>
<td>1. Interpret plans.</td>
<td>1. Extremely Important</td>
<td>1. Within first week</td>
<td>1. Daily</td>
</tr>
<tr>
<td>2. Interpret wiring diagrams and schematics.</td>
<td>2. Very Important</td>
<td>2. After 3 months</td>
<td>2. Weekly</td>
</tr>
<tr>
<td>3. Install and service pneumatic control systems.</td>
<td>3. Important</td>
<td>3. After 9 months</td>
<td>3. Monthly</td>
</tr>
<tr>
<td>5. Install and service sequencing and timing devices.</td>
<td>5. Not Important</td>
<td>5. Not Used</td>
<td>5. Not Used</td>
</tr>
<tr>
<td>6. Install and service temperature controls.</td>
<td>6. Not Used</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7. Install and service pressure controls.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8. Install and service humidity controls.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9. Install and service defrost timer controls.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10. Install and service fan and limit controls.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11. Install and service test transformers.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<p>| Sheetmetal Fabrication                                                          |                                     |                                      |                                          |
| 1. Use hand tools.                                                              |                                     |                                      |                                          |
| 2. Produce hand former flanges.                                                 |                                     |                                      |                                          |
| 3. Fit T-joints.                                                                |                                     |                                      |                                          |
| 4. Produce edges, seams, notches.                                               |                                     |                                      |                                          |
| 5. Use parallel line method.                                                     |                                     |                                      |                                          |
| 6. Utilize triangulation methods.                                               |                                     |                                      |                                          |
| 7. Use bar folder.                                                              |                                     |                                      |                                          |
| 8. Use hand brake.                                                              |                                     |                                      |                                          |
| 9. Use slip roll forming machine.                                               |                                     |                                      |                                          |
| 10. Use squaring shears.                                                        |                                     |                                      |                                          |
| 11. Use crimping machine.                                                       |                                     |                                      |                                          |
| 12. Select and install rivets.                                                   |                                     |                                      |                                          |
| 13. Use spot welder.                                                            |                                     |                                      |                                          |
| 14. Lay out and install round and rectangular duct work.                        |                                     |                                      |                                          |
| 15. Size ductwork.                                                              |                                     |                                      |                                          |</p>
<table>
<thead>
<tr>
<th>Related Skills</th>
<th>Order of Importance to New Employee</th>
<th>How Soon After Starting Job Does Employee Use Skill</th>
<th>How Often Does The New Employee Use Skill</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Use safety practices.</td>
<td>1. Extremely Important</td>
<td>1. Within first week</td>
<td>1. Daily</td>
</tr>
<tr>
<td>2. Consult with peers.</td>
<td>2. Very Important</td>
<td>2. After 3 months</td>
<td>2. Weekly</td>
</tr>
<tr>
<td>3. Consult with clients.</td>
<td>3. Important</td>
<td>3. After 9 months</td>
<td>3. Monthly</td>
</tr>
<tr>
<td>6. Provide verbal interpretation of projects.</td>
<td>6. Not Used</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7. Provide graphic representation of projects.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8. Exhibit profession work attitude.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9. Show leadership ability.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10. Demonstrate active learning skills.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11. Use service and parts literature.</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>12. Demonstrate business skills -- invoices, inventory, warranty forms.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>13. Adhere to national, state, and local codes.</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>14. Use basic math skills.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>15. Use geometry.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>16. Use trigonometry.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>17. Calculate heat loads.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>18. Make engineering calculations.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>19. Prepare memos and letters.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>20. Develop written instructions.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>21. Submit requisitions.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>22. Submit technical writings.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>23. Generate work sheets.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>24. Prepare cost estimates.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
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 DIA.: Please circle the number of the response which reflects your answer to the following questions or provide the information requested.

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.

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. How many of your employees are employed in each of the following job classifications.

   3-(2-3)
   (4-5)
   (6-7)
   (8-9)
   (10-11)
   (12-13)
   (14-15)
   (16-15)

   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. What type of equipment do you currently utilize for repairing collision damaged vehicles? (Circle all that apply)
   1. Pull dozer
   2. Floor pot system
   3. Standard frame repair rack
   4. Universal bench system
   5. Dedicated bench system
   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. 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)
   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)
   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. 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. 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. 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. What are your present and projected job openings for collision repair and refinishing personnel in your firm within each of the following job classifications?

<table>
<thead>
<tr>
<th></th>
<th>Combination Repair Technician</th>
<th>Painter</th>
<th>Heavy Collision Repair Specialist</th>
</tr>
</thead>
<tbody>
<tr>
<td>(29-34) Current openings</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(35-40) Openings between now and December 31, 1986</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(41-46) Expected openings in 1987</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(47-52) Expected openings in 1988</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

10. Please indicate which of the following methods you employ in training and upgrading your personnel? (Please circle all that apply)
   1. On-the-job training
   2. External training seminars (I-CAR etc.)
   3. In-house training seminars by technical service reps.
   4. Factory service schools
   5. Local collision repair associations
   6. The Community College
   7. No training is provided
   8. Other (please specify)

11. How many of your personnel have completed 50% or more of the I-CAR training program? (Indicate number)
   1. Less than 50% _____
   2. More than 50% _____
12. To what professional associations, or affiliations do your employees belong?

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

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?

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

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.

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

We welcome any comments______________________________________________________

________________________________________________________________________

________________________________________________________________________

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

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. Which of the following could best describe your business?
   1. Trucking fleet
   2. Truck dealership
   3. Independent repair shop
   4. Other:

3-5. Of the total number of employees, how many are employed in diesel engine truck repair and maintenance (diesel mechanics)?

6-10. 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. road graders ...)
   4. Industrial equipment (i.e. forklifts)
   5. Buses

11. 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. 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
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.

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: ___________________________________________________________________

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?
   ___________________________________________________________________
   ___________________________________________________________________

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 ____________.

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

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

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:

<table>
<thead>
<tr>
<th>Name</th>
<th>Company</th>
<th>Phone Number</th>
</tr>
</thead>
</table>

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

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
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

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

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. 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. 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

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:

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

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. 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. 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. 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. 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. 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. What are the employment projections for feed and fertilizer marketing personnel in your business.

<table>
<thead>
<tr>
<th>Full-Time</th>
<th>Part-Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Immediate job openings</td>
<td></td>
</tr>
<tr>
<td>2. Anticipated job openings in 1987</td>
<td></td>
</tr>
<tr>
<td>3. Anticipated job openings in 1988</td>
<td></td>
</tr>
</tbody>
</table>

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. 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. 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. 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_______

83 98
14. In the future, what types of jobs do you foresee being the most prevalent in agri-business?

__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________

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

__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________

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

__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________

17. We welcome your comments:

__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________

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

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

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?

<table>
<thead>
<tr>
<th>Job Category</th>
<th>Present</th>
<th>1987</th>
<th>1988</th>
<th>1989</th>
</tr>
</thead>
<tbody>
<tr>
<td>Executive Secretaries</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Administrative Assistants</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Office Managers</td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Secretaries</td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Typists</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Receptionists</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Word Processors</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Legal Secretary</td>
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</tr>
<tr>
<td>Medical Secretary</td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Clerk/Typists</td>
<td></td>
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<tr>
<td>File Clerks</td>
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</tr>
<tr>
<td>Medical Transcriptionist</td>
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<td></td>
</tr>
<tr>
<td>Data Entry Clerk</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

1. Muscatine Community College
2. Scott Community College
3. Clinton Community College

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. 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.

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. Do you encourage your secretarial personnel to take the Certified Professional Secretary examination?

1. Yes
2. No

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

____________________________________________________________________

____________________________________________________________________

16. We welcome your comments

____________________________________________________________________

____________________________________________________________________

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

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. Which of the following would best describe your business. (select one)
   1. Service
   2. Manufacturing
   3. Retail

3-5. Of the total number of employees, how many are employed as accounting technicians? _________.

6. 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. 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 ___________________________
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

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

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

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

10. What types of software do you currently use for accounting tasks. (Select all that apply).
    __ Lotus 1-2-3
    __ Supercalc
    __ Multiplan
    __ Visicalc
    __ dBASE II
    __ dBASE III
    __ Symphony
    __ Microsoft Works
    __ Appleworks
    __ Excel
    __ JAZZ
    __ Systat
    __ R:BASE 4000
    __ PFS:FILE
    __ Revelation
    __ Other (Please write in name of software used)

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: __________.

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.

<table>
<thead>
<tr>
<th>Name</th>
<th>Company</th>
<th>Phone Number</th>
</tr>
</thead>
</table>

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

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

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

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

We welcome any comments ________________________________________________
________________________________________________________________________
________________________________________________________________________

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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.

2. Please list the total number of employees in your business. _______

3. Which of the following represent primary end product(s) or service performed at your company or business. Circle all that apply.
   1. Service
   2. Manufacturing
   3. Retail

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

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

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)

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
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.

<table>
<thead>
<tr>
<th>Position</th>
<th>Less than $10,000</th>
<th>$10,000 to $12,999</th>
<th>$13,000 to $15,999</th>
<th>$16,000 to $19,999</th>
<th>$20,000 to $24,999</th>
<th>Over $25,000</th>
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<td>Pressmen</td>
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<td>Camera men</td>
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<td>Past up Artists</td>
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<td>Layout Artists</td>
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</tbody>
</table>

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.

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. Professional association workshop classes
7. Other (please specify) _______________________________________________________________________

13. What professional associations or affiliations do your employees belong?
14. How many openings in the following job categories do you anticipate?

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<td>33-48</td>
<td>Lithographers</td>
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<td>III 1-16</td>
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15. What specific courses/seminars/workshops etc. might we at Eastern Iowa Community College District offer to meet your future training/education needs?

We welcome your comments.

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