

DOCUMENT RESUME

ED 364 302

JC 940 039

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 TITLE Needs Assessment Studies of Certified Nurse Assistants and Administrators. Volume XXII, No. 7.  
 INSTITUTION William Rainey Harper Coll., Palatine, Ill. Office of Planning and Research.  
 PUB DATE Nov 93  
 NOTE 29p.  
 PUB TYPE Reports - Research/Technical (143) -- Tests/Evaluation Instruments (160)

EDRS PRICE MF01/PC02 Plus Postage.  
 DESCRIPTORS Acquired Immune Deficiency Syndrome; Community Colleges; Comparative Analysis; Computer Literacy; \*Educational Needs; \*Employer Attitudes; Job Performance; Job Satisfaction; \*Job Skills; Needs Assessment; \*Nurses Aides; \*Occupational Surveys; \*Personnel Evaluation; Salaries; Self Evaluation (Individuals); Two Year Colleges

ABSTRACT

As part of an educational needs assessment, a survey was conducted by William Rainey Harper College (WRHC) in Palatine, Illinois, of Certified Nursing Assistants (CNA) and of administrators at institutions known to employ CNA's. Survey instruments were mailed to two groups. The first group, 153 administrators at institutions employing CNA's, were sent both a Form A survey, to be completed by administrators, educators, and supervisors, as well as a Form B survey to be distributed to CNA's (Sample A CNA's). In addition, surveys were sent directly to 391 CNA's on WRHC's mailing list (Sample B CNA's). Administrators returned 53 surveys, for a 34.6% response rate, as well as 78 surveys completed by CNA's. Among CNA's contacted directly, 70 surveys were returned for a 17.9% response rate. Study findings included the following: (1) the administrative group reported that the tasks most frequently performed by CNA's were basic patient care and vital signs, and rated CNA job performance highly in these two areas, compared to low ratings related to rehabilitation/restorative care; (2) among Sample B CNA's, 60% were no longer employed as CNA's, leaving the profession mainly because of low pay; (3) Sample A CNA's were more likely to be employed in long-term care facilities, while Sample B were more likely to be employed in home health care; (4) the average annual salary reported by CNA's was about \$16,000; and (5) CNA's reported feeling least prepared for computer entry, care of patients affected by the Acquired Immune Deficiency virus, and ostomy care. Data tables and the survey instruments are included. (PAA)

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# RESEARCH

Volume XXII, No. 7  
November 1993



## Needs Assessment Studies of Certified Nurse Assistants and Administrators

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## ABSTRACT

THE PURPOSE OF THESE STUDIES WERE TO DO AN EDUCATIONAL NEEDS ASSESSMENT AMONG CERTIFIED NURSING ASSISTANTS AS DESCRIBED BY THE ASSISTANTS THEMSELVES AND ADMINISTRATORS. TWO DIFFERENT SURVEY INSTRUMENTS WERE DESIGNED AND AFTER TWO MAILINGS TO THREE DIFFERENT GROUPS OF CNA'S AND ADMINISTRATORS, RESPONSE RATES OF 18 TO 35 PERCENT WERE ATTAINED.

LOW PAY AND CERTAIN OTHER CHARACTERISTICS OF THE JOBS ACCOUNT FOR THE MAJOR REPORTED REASONS CNA'S LEAVE THE FIELD.

GENERALLY ADMINISTRATORS RATE THE PERFORMANCE LEVEL OF CNA'S LOWER THAN CNA'S RATE THEIR OWN PERFORMANCE LEVEL. BOTH GROUPS AGREE CNA'S ARE LEAST PREPARED IN COMPUTER ENTRY, AIDS/HIV PATIENT CARE AND OSTOMY CARE. MOST ADMINISTRATORS AGREE THERE IS OPPORTUNITY AND BUDGET FOR ON-SITE EDUCATIONAL PROGRAMS FOR CNA'S. FOR THE MOST PART, CNA'S ARE INTERESTED IN CONTINUING EDUCATION TOPICS WHICH PARALLEL AREAS IN WHICH THEY FEEL LEAST PREPARED.

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## Purpose

The purpose of these studies was to do an educational needs assessment among certified nursing assistants as described by the assistants themselves and administrators. The surveys were requested by the Coordinator of Life Science and Human Services Continuing Education Programs.

## Population Surveyed and Methodology

The survey instruments shown in the appendix were designed jointly by the Coordinator of the Life Science and Human Services Continuing Education Programs and the Office of Planning and Research. These instruments were mailed to two groups. The first group was to administrators at institutions known to employ certified nursing assistants. The packet going to these institutions contained a Form A and a Form B. Form A was to be filled out by administrators, educators and supervisors. Form B was to be distributed to certified nursing assistants. The institutions were asked to collect all the completed survey forms and return them to Harper in the return enveloped which was provided.

The second group was mailed directly to certified nursing assistants who were on a mailing list maintained by Harper College. After two mailings, the following return rates were obtained.

<u>Population Surveyed</u>	<u>No. of Institutions Sampled or CNA's on Mailing Lists</u>	<u>Completed Surveys</u>	<u>Response Rate</u>
Administrators, Educators or Supervisors	153	53	34.6
Certified Nursing Assistants whose form was distributed by administrators	153	78	N/A
Certified Nursing Assistants whose form was mailed directly to them	391	70	17.9

## Discussion of Results

Among those who filled out Form A of the surveys sent to institutions, 43 percent were supervisors, 23 percent were administrators and 19 percent were in staff education while the other 15 percent were in miscellaneous positions. The types of institutions responding consisted of 51 percent long-term care, 36 percent hospitals, and 10 percent home health care and community nursing.

When asked about orientation programs for certified nursing assistants, they responded that the average length of time was about 8 days. The most frequently covered topics were policy and procedures, safety/mandatory in-services, history of institution and CPR. A number of other miscellaneous topics were also covered frequently.

This administrative group reported that the most frequently performed tasks of CNA's were basic patient care and vital signs. Also performed fairly frequently were restraints, subacute care and rehabilitation/restorative care. Occasional duties were handling emergency situations, enemas and ostomy care.

## Discussion of Results (continued)

When asked to rate the level of performance of CNA's, they indicated the strongest areas were in basic patient care and vital signs - the two task areas performed most frequently. All other areas were rated as average or weak in performance levels. Especially noteworthy was the weak rating in rehabilitation/restorative care, a task performed fairly frequently. The average annual full-time salary was reported at about \$13,500 which is very low while even the top salary was \$23,200 which is still on the low side. Two-thirds of the institutions responding reported they provide a budget for on-site education. There was a wide variety of times cited as the most preferred time periods for on-site education.

The two CNA groups surveyed differed dramatically. The first group (Sample A) received their survey from their administrator at their institution while the second group (Sample B) received their survey directly through the mail. Sample B was almost entirely Harper graduates while Sample A contained only 10 percent Harper graduates. Sample A all worked as CNA's now while only 60 percent of Sample B was not employed as a CNA. Those who left CNA positions did so mainly because of low pay or a job less desirable than their expectations.

Sample A was more likely to be employed in long-term care facilities while Sample B was more likely to be employed in home health care and other agencies. Finally, sample B was more likely to have completed their training as a CNA more recently than were those in Sample A.

Both groups stated that about 20 percent of them were also certified as occupational and physical rehabilitation aides. Their average salary was about \$16,000, far below the average pay of all 1990 career graduates of \$24,000. These CNA's averaged about 36 hours per week and almost two thirds worked the day shift.

When asked about their preparation, about 85 percent said they were prepared for each task situation. Similarly, to the administrators, they felt least prepared for computer entry, AIDS/HIV patient care and ostomy care. Sample A CNA's were more likely to perform a greater variety of tasks than those in Sample B - 93 percent of task opportunities versus 82 percent of task opportunities. CNA's perceived their orientation period to be shorter than their administrators - 5 days vs. 8 days. However, CNA's felt their orientation was the right length of time. By contrast, only half thought their orientation was comprehensive.

When asked about their interest in continuing education programs, the most popular topics were AIDS/HIV patients, computer entry, terminally ill patients and diabetic patients. Interestingly, these are among the areas students feel least prepared. Saturday was the most popular time for these offerings. Those whose surveys were distributed by administrators preferred to take continuing education at their place of work while those surveyed directly by mail preferred Harper College.

## Major Conclusions

Low pay and certain other characteristics of the jobs account for the major reported reasons CNA's leave the field. Generally administrators rate the performance level of CNA's lower than CNA's rate their own performance level. Both groups agree CNA's are least prepared in computer entry, AIDS/HIV patient care and ostomy care. Most administrators agree there is opportunity and budget for on-site educational programs for CNA's. For the most part, CNA's are interested in continuing education topics which parallel areas in which they feel least prepared.

**Certified Nurse Assistant Needs Assessment Survey  
Administrators, Educators, and Supervisors**

<u>Current Status</u>	<u>N</u>	<u>PCT</u>
Manager/Supervisor	22	42.3
Administration	12	23.1
Staff Education	10	19.2
Human Resources	3	5.8
Staff Nurse	2	3.9
Clinical Nurse Specialist	1	1.9
Patient Education	1	1.9
Rehabilitation/Restorative	1	1.9
Total	52	100.0

<u>Type of Organization Where Employed</u>	<u>N</u>	<u>PCT</u>
Long-Term Care	27	50.9
Hospital Care	19	35.8
Home Health Care	3	5.7
Community Nursing Division of Health Department	2	3.8
Sub-Acute/Rehabilitation	1	1.9
Alcohol and Drug Treatment	1	1.9
Total	53	100.0

<u>Length of Orientation Program for CNA's</u>	<u>N</u>	<u>PCT</u>
Half day	1	2.0
One day	3	6.0
Three days	8	16.0
Four days	1	2.0
Five days	11	22.0
Seven days	7	14.0
Ten days	11	22.0
15 - 30 days	7	14.0
Open ended	1	2.0
Total	50	100.0

Mean length of time -- 8 days  
Median length of time -- 7 days

Main Topics Covered in the Orientation

Policy and Procedures -- 51	Availability
Safety/Mandatory in-services -- 48	Delivery system
History of institution -- 37	Infection control
CPR -- 30	Staff/Family Relations
Orientation including staff and leadership -- 4	Time slips/CNA charting
Patient care/privacy/relations -- 4	Body mechanics
Vitals -- 4	Shared governance
Job description -- 4	Bedmaking
CNA skills check list -- 3	Orientation to hospice
Customer service program -- 2	One step Mantoux
OSHA Regulations for blood borne pathogens -- 2	B S I
Blood glucose monitoring -- 2	Fall prevention
Teamwork/staff relations -- 2	Hepatitis-B information
Restraints -- 2	Right to know/HOZ committee
Skin care	Agency service
ARJO bath equipment	Dress code
Documentation	Heimlich maneuver
Current physical exam	Preceptor program for student/ employees post graduation

<u>Job Responsibilities and Skills of CNA's at Facility</u>	<u>Primary Responsibilities</u>	<u>Occasional Responsibilities</u>	<u>Never Done</u>	<u>Responsibility Index*</u>
Basic Patient Care	50	0	1	1.96
Vital Signs	42	12	0	1.78
Restraints	34	13	6	1.53
Subacute care (I & O, Tubing, etc.)	20	22	4	1.35
Rehab/Restorative Care	19	21	8	1.23
Handling Emergency Situations	6	29	15	.82
Enemas	12	13	22	.79
Ostomy care	3	27	15	.73
Accucheck	8	7	30	.51
Computer entry	1	15	30	.37
Suppositories	1	5	40	.15
Trach Care	0	5	39	.11
Other: Impacted bowels				
Various lifts				
Transfer techniques				
Nutritional intake				
Supplementing terminal care in N H settings				

\* Responsibility Index: 2 = Primary  
1 = Occasional  
0 = Never done

Performance by Recent CNA Graduates as Rated by Administrators

<u>Responsibility/Skill Area</u>	<u>Strong</u>	<u>Average</u>	<u>Weak</u>	<u>Strength Index*</u>
Basic patient care	18	23	0	1.44
Vital signs	13	23	5	1.20
Lifting/moving patients	10	25	6	1.10
Intake and Output	10	23	7	1.08
Foley care	8	23	5	1.08
Communication	5	33	4	1.02
Alzheimer patients	3	24	8	.86
Restraints	2	30	8	.85
Terminally ill patients	3	24	12	.77
Infection control/universal precautions	4	21	13	.76
Restorative care	2	19	10	.74
Rehabilitation	3	17	15	.66
Diabetic patients	1	17	18	.53
Isolation	2	16	22	.50
Emergency situations	2	13	20	.49
Ostomy care	2	8	20	.40
AIDS/HIV patients	0	10	18	.36
Computer entry	0	2	23	.08
Other: I/O -- 2				
Feeding -- 2				
Oral Hygiene -- 2				
CPR -- 1				

\* Strength Index: 2 = Strong  
1 = Average  
0 = Weak



- Average Hourly Pay Rate for CNA's	<u>N</u> 35	<u>Average</u> \$ 6.47
- Equivalent Annual Full-Time Salary		\$13,500
- Top Hourly Pay Rate for CNA's	24	\$ 11.18
- Equivalent Annual Full-Time Salary		\$23,254

Best Times for On-Site

<u>Seminars/Workshops For Your Staff</u>	<u>N</u>
- Wednesday, Noon - 3:00 p.m.	2
- Wednesday, 6:30 - 9:30 p.m.	2
- Tuesday, 2:00 - 4:00 p.m.	2
- Wednesday, 2:00 - 4:00 p.m.	2
- Thursday, 2:00 - 4:00 p.m.	2
- Tuesday, Noon - 3:00 p.m.	1
- Thursday, Noon - 3:00 p.m.	1
- Friday, 2:00 - 4:00 p.m.	1
- Tuesday, Wednesday, Thursday, 5:00 - 8:30 p.m.	1
- Wednesday, 3:00 - 5:00 p.m.	1
- Monday, Tuesday, Wednesday, Thursday, Friday, Midnight to 1:00 a.m.	1

Would Current/Future Budget  
Provide For On-Site Education

Yes	<u>N</u> 26	<u>PCT</u> 68.4
No	<u>12</u>	<u>31.6</u>
Total	38	100.0

Comments

- Yes, but limited.
- Not budgeted for 1993-94
- Not at present
- 5:00 - 8:00 p.m. on floor /C patients - half for confidence - if you begin a program for certification of nurse assistants, I would be very interested in teaching such classes.
- In-services are best during shift change to ensure attendance.
- We provide current CPR classes for employees - we are a home-care agency and do not do on-site in-services except for current employees.
- Would be willing to speak briefly about home health care at a class session - followed by a question and answer period.

CNA Needs Assessment Survey -- Responses from CNA's

	<u>Surveys A</u>		<u>Surveys B</u>		<u>Total</u>	
	<u>Distributed</u>		<u>Mailed Directly</u>			
	<u>by Administrators</u>		<u>to CNA's</u>			
	<u>N</u>	<u>PCT</u>	<u>N</u>	<u>PCT</u>	<u>N</u>	<u>PCT</u>
Number of Respondents	78	52.7	70	47.3	148	100.0

Current Status

CNA	76	98.7	42	50.0	118	80.3
Not employed as CNA	<u>1</u>	<u>1.3</u>	<u>28</u>	<u>40.0</u>	<u>29</u>	<u>19.7</u>
Total	77	100.0	70	100.0	147	100.0

<u>Main Reason Not Employed as CNA</u>	<u>N</u>	<u>Percent of 1</u>	<u>N</u>	<u>Percent of 28</u>	<u>N</u>	<u>Percent of 29</u>
- Salary too low	0	0	14	50.0	14	48.3
- Working hours undesirable	0	0	5	17.9	5	17.2
- Enrolled in college nursing program	1	100	3	10.7	4	13.8
- Not working by choice because of family responsibilities	0	0	4	14.3	4	13.8
- Cannot find a job	0	0	3	10.7	3	10.3
- Lack of recognition	0	0	3	10.7	3	10.3
- Cannot find a job nearby	0	0	2	7.1	2	6.9
- Cannot get social security card replaced	0	0	1	3.6	1	3.4
- Work as CNA volunteer	0	0	1	3.6	1	3.4
- Cannot get a job because of lack of experience	0	0	1	3.6	1	3.4
- Transportation problems	0	0	1	3.6	1	3.4
- Work as medical secretary for higher salary	0	0	1	3.6	1	3.4
- Want to work in hospital	0	0	1	3.6	1	3.4

Type of Facility Where Working

- Long-Term Care	36.5	48.1	11.5	22.1	48	37.5
- Hospital	27	35.5	20.5	39.4	47.5	37.1
- Home Health Care	10.5	13.8	11.5	22.1	22	17.2
- Hospice	2	2.6	1	1.9	3	2.4
- Doctor's Office	0	0	3	5.8	3	2.3
- Rehabilitation Center	0	0	2	3.9	2	1.5
- Nursing Agency	0	0	1	1.9	1	.8
- Adult Day Care	0	0	1	1.9	1	1.8
- Clinic	0	0	.5	1.0	.5	.4
Total	76	100.0	52	100.0	128	100.0

Surveys A  
Distributed  
by Administrators

Surveys B  
Mailed Directly  
to CNA's

Total

<u>Place Where Training Rec'd</u>	<u>N</u>	<u>PCT</u>	<u>N</u>	<u>PCT</u>	<u>N</u>	<u>PCT</u>
Harper College	7	9.7	60.5	90.3	67.5	48.6
Elgin Community College	6	8.3	0	0	6	4.3
Brandel Care Center Northbrook	4	5.5	0	0	4	2.9
Lutheran Home/Arlington Hgts.	3	4.2	0	0	3	2.2
St. Matthews Lutheran Home	3	4.2	0	0	3	2.2
St. Joseph's Hospital	3	4.2	0	0	3	2.2
McHenry Community College	3	4.1	0	0	3	2.2
Assoc. House Health Center	3	4.1	0	0	3	2.2
Northwest Community Hospital	2	2.8	1	1.5	3	2.2
Lake County Community College	2	2.8	0	0	2	1.4
MATTS - Evanston	2	2.8	0	0	2	1.4
Sherman Hospital	2	2.8	0	0	2	1.4
Cook Cty. School of Nursing	2	2.8	0	0	2	1.4
Americana Health Care	2	2.8	0	0	2	1.4
Friendship Village	1	1.4	1	1.5	2	1.4
Lexington Health Care	1	1.4	1	1.5	2	1.4
Others Mentioned Only Once	26	36.1	3.5	5.2	29.5	21.2
Total	72	100.0	67	100.0	139	100.0

Others Listed Only Once

Hospital not specified	Nursing home not specified	Bethany Terrace
Lieberman	Lutheran General	Holy Family Hospital
Oakton Community College	St. Joseph's Nursing Home	College of Nursing, Indora, India
Mary Margaret Manor	Wisconsin - Not specified	KDA
Minnesota - Not specified	Carriage Manor Nursing Facility	Wright College
Swedish Covenant Hospital	Goshen, Indiana	PTC Institution
Edgewater Hospital	Alice Cook Terrace, N.C.	Upjohn Health Care
College of DuPage	Cambridge Hlth. Care Center	Moonlake Nursing Home
Illinois Medical	Evanston North Shore Hlth.Dept.	Illinois Masonic Hosp.
Lake Cook Terrace Nursing Home	Governors Park Nursing Home	

<u>Year CNA's Completed Training</u>	<u>Surveys A</u> Distributed by Administrators		<u>Surveys B</u> Mailed Directly to CNA's		<u>Total</u>	
	<u>N</u>	<u>PCT</u>	<u>N</u>	<u>PCT</u>	<u>N</u>	<u>PCT</u>
1993	7	10.8	11	16.9	18	13.8
1992	7	10.8	27	41.6	34	26.2
1991	9	13.9	6	9.2	15	11.5
1990	4	6.2	9	13.9	13	10.0
1989	3	4.6	5	7.7	8	6.2
1988	3	4.6	2	3.1	5	3.8
1987	1	1.6	0	0	1	.8
1986	2	3.1	0	0	2	1.5
1985	1	1.5	1	1.6	2	1.5
1984	1	1.5	0	0	1	.8
1983	3	4.6	0	0	3	2.3
1982	5	7.7	1	1.5	6	4.6
1981	2	3.1	0	0	2	1.5
1980	10	15.4	1	1.5	11	8.5
1979	1	1.5	1	1.5	2	1.5
1978	1	1.5	0	0	1	.8
1977	2	3.1	0	0	2	1.5
1974	1	1.5	0	0	1	.8
1966	1	1.5	0	0	1	.8
1959	0	0	1	1.5	1	.8
1958	<u>1</u>	<u>1.5</u>	<u>0</u>	<u>0</u>	<u>1</u>	<u>.8</u>
<b>Total</b>	<b>65</b>	<b>100.0</b>	<b>65</b>	<b>100.0</b>	<b>130</b>	<b>100.0</b>

Median Completion Date                      1988                                      1992                                      1991

<u>Certified as Occupational or Physical Rehabilitation Aide</u>	<u>Surveys A</u> Distributed by Administrators		<u>Surveys B</u> Mailed Directly to CNA's		<u>Total</u>	
	<u>N</u>	<u>PCT</u>	<u>N</u>	<u>PCT</u>	<u>N</u>	<u>PCT</u>
Yes	14	19.4	15	22.1	29	20.7
No	<u>58</u>	<u>80.6</u>	<u>53</u>	<u>77.9</u>	<u>111</u>	<u>79.3</u>
<b>Total</b>	<b>72</b>	<b>100.0</b>	<b>68</b>	<b>100.0</b>	<b>140</b>	<b>100.0</b>

Average Hourly Rate of Pay	\$7.72/hr/61	\$7.73/hr/54	\$7.72/hr/115
Equivalent F/T Annual Salary	\$16,058	\$16,078	\$16,067
Average Career Alumni Starting Salary 1990			\$24,000

Average Hours Worked Per Week      39.07 hrs/76                      31.75 hrs/53                      36.06 hrs/129

<u>Shifts Worked</u>	<u>Surveys A</u>		<u>Surveys B</u>		<u>Total</u>	<u>PCT</u>
	<u>Distributed</u>	<u>by Administrators</u>	<u>Mailed Directly</u>	<u>to CNA's</u>		
	<u>N</u>	<u>PCT</u>	<u>N</u>	<u>PCT</u>	<u>N</u>	<u>of 134</u>
Days	49	62.8	38	67.9	87	64.9
Evenings	31	39.7	21	37.5	52	38.8
Nights	11	14.1	4	7.1	15	11.2
Rotating	5	6.4	3	5.4	8	6.0

Degree to Which CNA's are Prepared in Various  
Responsibility or Skill Areas  
Surveys - A - Distributed by Administrators to CNA's

<u>Responsibility/Skill Area</u>	<u>Prepared</u>	<u>Need More</u>	<u>Preparation</u>	<u>Not in</u>	<u>PCT</u>
		<u>Training</u>	<u>Index*</u>	<u>Job</u>	<u>not</u>
					<u>in Job</u>
Basic Patient Care	63	0	1.00	0	0
Intake and Output	59	1	.98	1	1.6
Infection Control/Universal Precautions	59	1	.98	2	3.1
Lifting/Moving Patients	62	2	.97	0	0
Vital Signs	61	2	.97	1	1.6
Foley Care	59	2	.97	4	6.2
Communication	56	3	.95	0	0
Restraints	60	3	.95	0	0
Isolation	54	5	.92	3	4.8
Terminally Ill Patients	52	5	.91	2	3.4
Emergency Situations	49	11	.82	1	1.6
Alzheimer Patients	49	11	.82	2	3.2
Diabetic Patients	48	12	.80	2	3.2
Restorative Care	38	11	.78	3	5.8
Ostomy Care	40	12	.77	10	16.1
Rehabilitation	40	13	.75	10	15.9
AIDS/HIV Patients	36	17	.68	8	13.1
Computer Entry	23	12	.66	30	46.2
<b>Total</b>	<b>903</b>	<b>123</b>	<b>.88</b>	<b>79</b>	
<b>Percent</b>	<b>81.8%</b>	<b>11.1%</b>		<b>7.1%</b>	

\*Preparation Index: 1 = Prepared  
0 = Needs More Training

Other Skills/Responsibilities Listed: Dialysis -- 2  
Cancer Patients -- 1  
Habilitation -- 1  
Infants Handicapped Care -- 1  
Leather Restraints -- 1

Degree to Which CNA's are Prepared in Various  
Responsibility or Skill Areas  
Surveys - B - Surveys Mailed Directly to CNA's

<u>Responsibility/Skill Area</u>	<u>Prepared</u>	<u>Need More Training</u>	<u>Preparation Index*</u>	<u>Not in Job</u>	<u>PCT not in Job</u>
Basic Patient Care	61	0	1.00	2	3.2
Intake and Output	54	1	.98	8	12.7
Lifting/Moving Patients	58	1	.98	4	6.3
Infection Control/Universal Precautions	57	3	.95	3	4.8
Vital Signs	59	4	.94	3	4.5
Restraints	45	4	.92	14	22.2
Communication	55	6	.90	4	6.2
Foley Care	43	6	.88	14	22.2
Isolation	39	8	.83	17	26.5
Alzheimer Patients	42	9	.82	14	21.5
Restorative Care	34	7	.81	12	18.8
Emergency Situations	44	14	.76	5	7.9
Rehabilitation	35	12	.74	15	24.2
Diabetic Patients	37	17	.69	8	12.9
Terminally Ill Patients	32	16	.67	13	21.3
Ostomy Care	27	15	.64	17	28.8
AIDS/HIV Patients	28	17	.62	17	27.4
Computer Entry	11	17	.39	32	53.3
<b>Total</b>	<b>761</b>	<b>158</b>	<b>.83</b>	<b>202</b>	
<b>Percent</b>	<b>67.9%</b>	<b>14.1%</b>		<b>18.0%</b>	

\*Preparation Index: 1 = Prepared  
0 = Needs More Training

Other Skills/Responsibilities Listed: Charting I.E. Files  
Sterile Technique  
Surgical Aid  
I V's  
SCI  
CPR  
Hospital Setting/Routine  
SCOI  
OI  
IRA  
Children/Adolescents  
LLD  
Burns

<u>Length of Orientation</u>	<u>Survey A</u> <u>Distributed by</u> <u>Administrators</u>		<u>Survey B</u> <u>Mailed Directly</u> <u>To CNA's</u>		<u>Total</u>	
	<u>N</u>	<u>PCT</u>	<u>N</u>	<u>PCT</u>	<u>N</u>	<u>PCT</u>
None	2	3.3	2	4.7	4	3.9
One day	2	3.3	13	30.2	15	14.6
Two days	12	20.0	6	13.9	18	17.5
Three days	4	6.7	1	2.3	5	4.9
Four days	1	1.7	1	2.3	2	1.9
Five days	16	26.6	7	16.3	23	22.3
Ten days	13.5	22.5	9	20.9	22.5	21.8
Fifteen days	4.5	7.5	2	4.7	6.5	6.3
Twenty days	4	6.7	0	0	4	3.9
Twenty-five days	1	1.7	0	0	1	1.0
Ninety days	0	0	2	4.7	2	1.9
Total	60	100.0	43	100.0	103	100.0
Median Length	5 days		3 days		5 days	

<u>Description of Orientation</u>	<u>N</u>	<u>PCT</u> <u>of 59</u>	<u>N</u>	<u>PCT</u> <u>of 52</u>	<u>N</u>	<u>PCT</u> <u>of 111</u>
Right length of time	45	76.3	37	71.2	82	73.9
Comprehensive	34	57.6	22	42.3	56	50.5
Manual skills testing	29	49.2	26	50.0	55	49.5
Written exam	35	59.3	19	36.5	54	48.6
CPR was included	30	50.8	20	38.5	50	45.0
CPR was not included	18	30.5	19	36.5	37	33.3
Too short	6	10.2	7	13.5	13	22.7
Too long	4	6.8	5	9.6	9	8.1
Not comprehensive	1	1.7	5	9.6	6	5.4

Interest in Various Education Programs

<u>Topic Area</u>	<u>Survey A</u> <u>Distributed by</u> <u>Administrators</u> <u>Est. Attendance*</u>	<u>Survey B</u> <u>Mailed Directly</u> <u>To CNA's</u> <u>Est. Attendance*</u>	<u>Total</u> <u>Est. Attendance*</u>
AIDS/HIV Patients	48.5	41	89.5
Computer Entry	45	43.5	88.5
Terminally ill patients	48	39	87
Diabetic patients	44	40	84
Emergency situations	36.5	44	80.5
Alzheimer patients	43	34	77
Rehabilitation	37.5	31.5	69
Restorative care	36.5	28.5	65
Ostomy care	30	26.5	56.5
Isolation care	27.5	25.5	53
Infection control/univ. precautions	30.5	21	51.5
Foley care	20.5	22	42.5
Lifting/moving patients	28.5	14	42.5
Restraints	22.5	16	38.5
Basic patient care	20	17	37
Vital signs	18	13	31
Intake and output	18	13	31

\*Estimated attendance = the number who said - yes - they would attend plus half those who said - maybe.

Other topics listed: OB/GYN care, anything where they could learn something, telemetry, meal preparations, surgery patients, personal care for mental patients, surgical topics, medical assistant training, emergency topics, surgical assistant training, pediatric care, oncology patients, infants handicap care.

Times They Could Attend Educational Programs

<u>Time</u>	<u>Number Who Prefer That Time</u>
Saturday morning	8
Saturday early afternoon	8
Monday morning	4
Thursday evening	4
Saturday evening	4
Thursday morning	3
Wednesday evening	3
Sunday early afternoon	3
Thursday afternoon	2
Tuesday morning	2
Monday evening	2
Flexible	4

Location Preferred for Attending Workshop or Seminar

<u>Location</u>	<u>Survey A</u>		<u>Survey B</u>		<u>Total</u>	
	<u>N</u>	<u>PCT of 75</u>	<u>N</u>	<u>PCT of 64</u>	<u>N</u>	<u>PCT of 139</u>
- Harper College	27	36.0	55	85.9	82	59.0
- Place of employment	65	86.7	31	48.4	96	69.1
- Nearby facility	34	45.3	30	46.9	64	46.0

Comments by CNA's who received survey distributed by Administrators

- Thank you for all the classes you have previously offered - thank you!
- There is always more to learn.
- Would like to see a course available for medical assistants - certified. It seems to be the next up and coming position in hospitals. I understand Good Shepherd and Delnor are training their CNA's.
- I do attend all mandatory in-services. I have said "no" to some topics because I already receive training periodically in these areas. I am also interested in receiving information on your Nursing Program.
- Would depend on work schedule and if I would go during working hours or on my day off.
- I feel the work load is way too much. We need CNA's - forearms and legs. I have answered no to question 15 but if you offer any programs on question 12, I would be interested in knowing.
- As my schedule allows, between 8:00 - 11:00 a.m. and noon - 3:00 p.m.
- I would love to learn more than just the regular basic skills without being a nurse. There is always something to learn!
- Seminar on communication - terminally ill patient - what to say to patient when asked about death.
- Would like information on nursing classes.

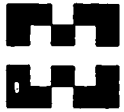
Comments by CNA's who were  
surveyed directly by mail

- CPR should be included in the CNA training program.
- I would like to become a nurse but you seem to have more business classes and math than you do science. Why is that?
- I would like the Occupational and Physical Rehabilitation Aide classes to be held at Harper - the Northeast Center is not accessible by bus.
- I took this course so that I could be more of an asset to the patients in the hospice house - so anything I can learn to do for them - I am all for it.
- I did not receive my certificate from the State upon completion of my CNA class.
- How can you get experience if you don't get hired?
- Completed Rehabilitation Aide training and have not received a certificate at the present time.
- I took the rehabilitation course at Harper in March - I have not yet received my certification.
- CNA class was not very organized, but it was new.
- My CNA training was thorough and organized. My only disappointment was its direction towards the geriatric population and not children and adults. It also did not include hospital/clinical experience.
- It is important for helping patients to know the caretaker cares - if a caretaker has to be taught this, so be it.
- The \$200 fee I spent for my CNA training was the best money I spent. I was so lucky to get my job. We see everything there, and I am a part of it all. I would love to come and give a talk to your CNA students.
- Why doesn't a regular hospital have CNA's any more?
- I know I received "the best personal training" from Lorraine Schroeder but unfortunately my experience with the work places have been terrible and disappointing. Why is nursing getting uncaring and half-assed?
- I work on an ortho floor and we do more than the average aide. We are soon to be trained on D'c ing Levine tubes, foley catheters, IV's and possibly more.
- I am getting a lot of on-going training.
- I will be starting nursing school this fall and will be going over everything again, from the beginning.
- I am not currently a CNA. I just requested information on it. I am very interested in the Physical Rehabilitation area. Thank you.
- I am replying so you know what happened to this survey. As I am not a CNA, I don't qualify to fill it out. I have taken a couple of health-related CE courses at Harper. However, I am a medical assistant in a doctor's office, trained on the job over the last 15 years. Thank you.
- No job - please get me some places I can interview for Physical Rehabilitation Aide and send the list so I can call for interviews. I need review in the above areas because I have not been able to get a rehab or CNA in 3 years and worked 1 year. I need a list of job places where I can be interviewed to work as a physical rehab aide and need refresher training. Class was only 3 days and most of it was forgotten.
- I have been waiting for someone to start some kind of refresher courses for CNA's. It's about time.
- I work at Shriners Hospital for crippled children. I wanted to come to Harper for my CNA but I was told that I was out-of-district and would not pay your fee for your course - I think it was ridiculous.
- I would like to suggest that there be more hours in clinicals while going through classroom.
- Our pay scale is too low at my place of employment. Telephone operators make more and we are exposed to greater risks.



**A P P E N D I X**

- Cover Letters
- Survey Instruments



**William Rainey Harper College**

1200 West Algonquin Road  
Palatine, Illinois 60067-7398  
708-397-3000

July 15, 1993

Dear Administrator, Educator and Supervisor,

William Rainey Harper College and the Health Care Issues for Older Adults Task Force are looking at the basic and on-going educational needs of Certified Nursing Assistants. We are committed to addressing health care issues in the community and are asking for assistance in identifying the needs of your organization.

This spring we held a series of programs on Communication for Certified Nursing Assistants at Addolorata Villa in Wheeling. We received very positive feedback and would like to develop additional appropriate programs to enhance the abilities of Certified Nursing Assistants. Our intent is to offer these programs at on-site facilities.

Enclosed you will find two surveys: Survey A is for Administrators, Educators and Supervisors to complete; Survey B is intended for Certified Nursing Assistants to complete.

Please distribute the surveys to as many administrative and CNA staff as possible. Upon completion, please collect the surveys and return in the envelope provided by July 29, 1993. If necessary, feel free to xerox additional copies to adequately represent your facility.

If you have any questions or require further clarification, please do not hesitate to contact me or one of the Task Force members.

Thank you for your cooperation in this important endeavor.

Sincerely,

Susan L. Benson, RN, MSN  
Coordinator  
LS/HS - Continuing Education

Lillian Fair  
Task Force Chairperson

**HEALTH CARE ISSUES OF OLDER ADULTS**  
Sponsored by WILLIAM RAINEY HARPER COLLEGE

**Mission Statement**

*To provide educational opportunities and support for the caregivers of older adults*

**Purpose**

*To improve the quality of life of older adults by enhancing the basic and ongoing knowledge of those who care for them*

**Plan of Action**

*To design and deliver programs tailored to meet the educational needs of organizations at onsite or other locations*

**TASK FORCE MEMBERS**

Jacqueline Anderson  
Ancilla Home Health  
1350 Remington, Suite O  
Schaumburg, IL 60173  
882-9595

Lillian Fair  
Alden Management Services  
1545 Barrington Road  
Hoffman Estates, IL 60194  
884-0011

Mary E. Kosin  
Palatine Township Senior Citizens Council  
721 S. Quentin  
Palatine, IL 60067  
991-1112

Susan L. Benson  
Harper College  
1200 W. Algonquin Road  
Palatine, IL 60067-7398  
397-3000, ext. 2586

Patricia McHale  
Village of Schaumburg  
101 S. Schaumburg Ct.  
Schaumburg, IL 60193  
894-4500

Mary Ann Swalaski  
NW Community Continuing Care Center  
901 W. Kirchoff  
Arlington Heights, IL 60005  
259-5850, ext. 2386

Madelyn Seckler  
Addolorata Villa  
555 McHenry Road  
Wheeling, IL 60090  
537-2900

Karolyn Swanson  
Alexian Brothers Medical Center  
800 W. Blesterfield  
Elk Grove Village, IL 60007  
981-5582

Catherine Swick-Bachmann  
NW Community Home Health  
800 W. Central Road  
Arlington Heights, IL 60005-2392  
577-4048

Dr. Roger Weise  
Alexian Brothers Medical Center  
800 W. Blesterfield Road  
Elk Grove Village, IL 60007  
437-5500

Pat Hartmann  
Hoffman Estates Medical Center  
1555 N. Barrington Road  
Hoffman Estates, IL 60194  
490-6946

For further information about our program services, call Harper College, Continuing Education at 708-397-3000, ext. 2685 or call the task force members.

**CERTIFIED NURSING ASSISTANT (CNA) NEEDS ASSESSMENT SURVEY**

**Survey (A) - Administrators, Educators and Supervisors**

1- Please fill in the information requested below:

A. Name: \_\_\_\_\_

B. Job Title: \_\_\_\_\_

C. Name of Organization: \_\_\_\_\_

D. Address: \_\_\_\_\_

\_\_\_\_\_

2- Please check (x) your current status:

\_\_\_\_\_ A. Administration

\_\_\_\_\_ B. Manager/Supervisor

\_\_\_\_\_ C. Staff Education

\_\_\_\_\_ D. Other in Health Related  
Field \_\_\_\_\_

3- In what type of organization are you working? Check (x) one.

\_\_\_\_\_ A. Long-Term Care

\_\_\_\_\_ B. Home Health Care

\_\_\_\_\_ C. Hospital

\_\_\_\_\_ D. Other (specify) \_\_\_\_\_

\_\_\_\_\_

4- Please answer the following questions about your orientation for CNA's. Check (x) the main topics covered in the orientation.

\_\_\_\_\_ A. History of institution

\_\_\_\_\_ B. Safety/Mandatory In-services

\_\_\_\_\_ C. CPR

\_\_\_\_\_ D. Policy and Procedures

\_\_\_\_\_ E. \_\_\_\_\_

\_\_\_\_\_ F. \_\_\_\_\_

\_\_\_\_\_ G. \_\_\_\_\_

\_\_\_\_\_ H. \_\_\_\_\_

5- What is the length of your orientation for CNA's?

A. One day                       C. Five days                      Other \_\_\_\_\_  
 B. Two days                       D. Ten days                      \_\_\_\_\_

6- Indicate the job responsibilities/skills done by CNA's at your facility. Check (x) one column for each responsibility/skill area.

<u>Responsibility/Skill Area</u>	<u>Primary Responsibility</u>	<u>Occasional Responsibility</u>	<u>Never Done</u>
A. Basic Patient Care	_____	_____	_____
B. Computer Entry	_____	_____	_____
C. Trach Care	_____	_____	_____
D. Vital Signs	_____	_____	_____
E. Ostomy Care	_____	_____	_____
F. Sub Acute Care (I&O, Tubing, etc.)	_____	_____	_____
G. Rehab/Restorative Care	_____	_____	_____
H. Handling Emergency Situations	_____	_____	_____
I. Accucheck	_____	_____	_____
J. Enemas	_____	_____	_____
K. Suppositories	_____	_____	_____
L. Restraints	_____	_____	_____
M. Other (specify) _____	_____	_____	_____

7- Rate the performance of recent CNA graduates in the following areas at your facility. Check (x) one column for each skill area.

<u>Responsibility/Skill Area</u>	<u>Strong in This Area</u>	<u>Average in This Area</u>	<u>Weak in This Area</u>
A. Basic Patient Care	_____	_____	_____
B. Computer Entry	_____	_____	_____
C. Foley Care	_____	_____	_____
D. Vital Signs	_____	_____	_____
E. Ostomy Care	_____	_____	_____
F. Intake and Output	_____	_____	_____
G. Restorative Care	_____	_____	_____
H. Emergency Situations	_____	_____	_____
I. Communication	_____	_____	_____
J. Alzheimer Patients	_____	_____	_____
K. Diabetic Patients	_____	_____	_____
L. Restraints	_____	_____	_____
M. Lifting/Moving Patients	_____	_____	_____
N. Rehabilitation	_____	_____	_____
O. Isolation	_____	_____	_____
P. Infection Control/Univ. Precautions	_____	_____	_____
Q. AIDS/HIV Patients	_____	_____	_____
R. Terminally Ill Patients	_____	_____	_____
S. Other _____	_____	_____	_____
T. Other _____	_____	_____	_____
U. Other _____	_____	_____	_____

8- What is the starting hourly pay rate for CNA's? \_\_\_\_\_

9- What is the top hourly pay rate for CNA's? \_\_\_\_\_

10- What is the best time for an on-site seminar/workshop for your Staff? Check (x) all the best times for you.

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
8:00-11:00 a.m.							
Noon - 3:00 p.m.							
6:30-9:30 p.m.							
Other _____							

11- Would your current/future budget provide resources for on-site education offerings?

\_\_\_\_\_ A. Yes

\_\_\_\_\_ B. No

Additional Comments: \_\_\_\_\_  
\_\_\_\_\_

12. Would you like to be added to Harper College mailing list, if not receiving our flyer at the present time?

\_\_\_\_\_ Yes

\_\_\_\_\_ No

13. Do you want a composite copy of this survey?

\_\_\_\_\_ Yes

\_\_\_\_\_ No

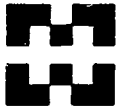
Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

**THANK YOU** for your cooperation -- Please return the questionnaire in the enclosed envelope to:

Office of Planning and Research  
William Rainey Harper College  
1200 West Algonquin Road  
Palatine, Illinois 60067



**William Rainey Harper College**  
1200 West Algonquin Road  
Palatine, Illinois 60067-7398  
708-397-3000

July 15, 1993

Dear Certified Nursing Assistant,

William Rainey Harper College, along with the Health Care Issues for Older Adults Task Force, is in the process of developing educational programs for Certified Nursing Assistants.

We need your help to design meaningful programs to meet your needs.

Please take a few minutes to complete the enclosed survey and return it in the envelope provided by July 29, 1993.

Thank you for your cooperation in this important matter.

Sincerely,

Susan L. Benson, RN, MSN  
Coordinator  
LS/HS - Continuing Education

Lillian Fair  
Task Force Chairperson

CERTIFIED NURSING ASSISTANT (CNA) NEEDS ASSESSMENT SURVEY

Survey (B) - For Certified Nursing Assistants

1- Please fill in the information requested below:

A. Name: \_\_\_\_\_

B. Address: \_\_\_\_\_  
\_\_\_\_\_

2- Please check (x) your current status

\_\_\_\_\_ A. CNA

\_\_\_\_\_ B. Not employed as a CNA - check (x) main reason

\_\_\_\_\_ a) Cannot find a job

\_\_\_\_\_ b) Cannot find a job nearby

\_\_\_\_\_ c) Cannot find a job with desirable  
working hours

\_\_\_\_\_ d) Not working by choice because of  
family responsibilities

\_\_\_\_\_ e) Salary too low

\_\_\_\_\_ f) Lack of recognition

\_\_\_\_\_ g) Not working for other reasons - Specify: \_\_\_\_\_  
\_\_\_\_\_

3- In what type of facility are you working? Check (x) one.

\_\_\_\_\_ A. Long-Term Care

\_\_\_\_\_ B. Home Health Care

\_\_\_\_\_ C. Hospital

\_\_\_\_\_ D. Other (specify) \_\_\_\_\_  
\_\_\_\_\_

4- Where and when did you get your CNA training?

A. Institution \_\_\_\_\_

B. Year \_\_\_\_\_

5- Are you certified as an Occupational or Physical Rehabilitation Aide?

\_\_\_\_\_ A. Yes

\_\_\_\_\_ B. No

6- Current hourly rate of pay: \_\_\_\_\_

7- Hours worked per week: \_\_\_\_\_

8- Shifts you work: A. \_\_\_\_\_ Days  
B. \_\_\_\_\_ Evenings  
C. \_\_\_\_\_ Nights  
D. \_\_\_\_\_ Rotating



9- Please check how prepared you are in the following areas. Check (x) one column for each responsibility/skill area. If you have no responsibility in the area, check (x) last column.

<u>Responsibility/Skill Area</u>	<u>Prepared</u>	<u>Need More Training</u>	<u>Not in my job</u>
A. Basic Patient Care	_____	_____	_____
B. Computer Entry	_____	_____	_____
C. Foley Care	_____	_____	_____
D. Vital Signs	_____	_____	_____
E. Ostomy Care	_____	_____	_____
F. Intake and Output	_____	_____	_____
G. Restorative Care	_____	_____	_____
H. Emergency Situations	_____	_____	_____
I. Communication	_____	_____	_____
J. Alzheimer Patients	_____	_____	_____
K. Diabetic Patients	_____	_____	_____
L. Restraints	_____	_____	_____
M. Lifting/Moving Patients	_____	_____	_____
N. Rehabilitation	_____	_____	_____
O. Isolation	_____	_____	_____
P. Infection Control/Universal Precautions	_____	_____	_____
Q. AIDS/HIV Patients	_____	_____	_____
R. Terminally Ill Patients	_____	_____	_____
S. Other _____	_____	_____	_____
T. Other _____	_____	_____	_____
U. Other _____	_____	_____	_____

Please answer the following questions about orientation:

10- How long was orientation at your present job?

- A. One day                       C. Five days                      Other \_\_\_\_\_  
 B. Two days                       D. Ten days                      \_\_\_\_\_

11- Check (x) all that describe your orientation:

- A. Too short  
 B. Too long  
 C. Right length of time  
 D. Comprehensive  
 E. Not Comprehensive  
 F. CPR was included  
 G. CPR was not included  
 H. Written exam  
 I. Manual skills testing

12- If the following education programs are offered, would you attend? Check (x) one column for each topic.

Topic	YES	NO	MAYBE
A. Basic Patient Care	_____	_____	_____
B. Computer Entry	_____	_____	_____
C. Foley Care	_____	_____	_____
D. Vital Signs	_____	_____	_____
E. Ostomy Care	_____	_____	_____
F. Intake and Output	_____	_____	_____
G. Restorative Care	_____	_____	_____
H. Emergency Situations	_____	_____	_____
I. Communication	_____	_____	_____
J. Alzheimer Patients	_____	_____	_____
K. Diabetic Patients	_____	_____	_____
L. Restraints	_____	_____	_____
M. Lifting/Moving Patients	_____	_____	_____
N. Rehabilitation	_____	_____	_____
O. Isolation	_____	_____	_____
P. Infection Control/Univ. Precautions	_____	_____	_____
Q. AIDS/HIV Patients	_____	_____	_____
R. Terminally Ill Patients	_____	_____	_____
S. Other _____	_____	_____	_____
T. Other _____	_____	_____	_____
U. Other _____	_____	_____	_____

13- Check the times you prefer to attend a seminar.

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
8:00-11:00 a.m.							
Noon - 3:00 p.m.							
6:30-9:30 p.m.							
Other _____							

14- Check the locations you would consider going to for a seminar/workshop.

- \_\_\_\_\_ A. Harper College
- \_\_\_\_\_ B. Your employment facility
- \_\_\_\_\_ C. Nearby facility
- \_\_\_\_\_ D. Other \_\_\_\_\_

Additional Comments: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

15. Would you like to be added to the Harper College mailing list if you are not receiving our flyer at the present time? This would provide information on Physical Rehab Aide and Occupational Rehab Aide Training.

\_\_\_\_\_ Yes                      \_\_\_\_\_ No

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

**THANK YOU** for your cooperation -- Please return the questionnaire in the enclosed envelope to:

Office of Planning and Research  
William Rainey Harper College  
1200 West Algonquin Road  
Palatine, Illinois 60067

**OR**

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