

□

## APPENDIX A SURVEY INSTRUMENT EVALUATION OF APPRENTICESHIP

ETA-9135  
OMB Approval Number 1205-0NEW  
Approval Expires \_\_\_\_\_

### U.S. Department of Labor/Employment and Training Administration Survey of Registered Apprenticeship Sponsors

#### Part I: Instructions and Introduction

Hello, is this the \_\_\_\_\_? *(Name of sponsor's organization.)*

My name is \_\_\_\_\_. I am calling from Planmatics Inc., in Rockville, Maryland. We are conducting a survey on behalf of the U.S. Department of Labor to learn what sponsors think about registered apprenticeship.

Can you direct me to \_\_\_\_\_ *(Name of contact for sponsor)* or to the person who would know most about the apprenticeship program in your organization?

**Once connected with the person:**

My name is \_\_\_\_\_. I am calling from Planmatics in Rockville, Maryland. We are conducting a survey on behalf of the U.S. Department of Labor to learn about sponsors views on registered apprenticeship. Your organization should have received a letter explaining the purpose of the study and encouraging you to participate. I understand you are the best person to respond to our questions about apprenticeship in your organization.

Before I go any further, I need to ask if you've had any apprentices since 2003? \_\_\_\_ Yes **(Got to~)** \_\_\_\_  
No **(Go to ~~)**

~~ **(If no)** Thank you so much. Our guidelines say that there must have been an apprentice in the last two year. I'm sorry we can't include you in the survey. Thank you for your time.

~ **(If yes)** The survey is short and will take about 15 minutes of your time. Would you like to begin now?  
\_\_\_\_ Yes **(Go to\* Confidentiality Statement)** \_\_\_\_ No

**(If no)** Would you prefer to do it at a later time? \_\_\_\_ No **(Go to \*)** \_\_\_\_ Yes **(Go to\*\*\*)**

\* **(If no)** I am sorry you are not willing to participate in our survey. The Department of Labor really is interested in hearing your views and it will help in improving the apprenticeship system. The survey is also available online via the internet. The information you provide will be completely confidential. Can we call you back at a more convenient time or give you information on how to complete the survey online?  
\_\_\_\_ No **(Go to\*\*)** \_\_\_\_ Yes **(Go to\*\*\*)**

\*\* **(If no)** Thank you very much. \_\_\_\_ Yes **(Go to\*\*\*)**

\*\*\***(If yes, telephone, ask:)** Is now a good time for you to complete the survey?  
\_\_\_\_ No **(Go to\*\*)**  
\_\_\_\_ Yes **(Go to the Confidentiality statement below)**

**\*\**(If they want to reschedule the time, ask)*** When would be a convenient time for us to call back?

\_\_\_\_\_

I have your phone number as: \_\_\_\_\_ ***(fill in from before)***

Is that correct, or is there a better number at which to reach you? \_\_\_\_\_

And, what is your job title? \_\_\_\_\_

Thank you for your time. We will call you on \_\_\_\_\_ ***(based on response above).***

***\*\*\**(If yes, online, ask)**** May I have your e-mail address so that we can send you information on how to reach the Internet version of the survey?

\_\_\_\_\_

***(Read back the e-mail address to make sure it is correct.)***

You will receive an email shortly directing you to the website for the survey. Please go to the website and complete the survey within 5 days. If you have difficulty accessing the website, or if you have questions about the survey, call us at: \_\_\_\_\_

May I confirm some information with you?

I have your phone number as: \_\_\_\_\_ ***(fill in from before)***

Is that correct or is there a better number to at which to reach you? \_\_\_\_\_

And, what is your job title? \_\_\_\_\_

Thank you very much for your participation in the survey. We look forward to receiving your responses.

***\*Confidentiality Statement:*** Before we begin the survey, I want you to know that your responses will be confidential. Your answers will be combined with what other respondents say and you, your company and your answers will never be identified.

## **Part II: Questionnaire**

### **Section A. Background Information**

1. Our records indicate that your industry is \_\_\_\_\_ ***(filled in from database)***

Is that correct? \_\_\_ Yes \_\_\_ No

***(If no)*** What industry best describes your program?

***(Open-ended, to be coded. If respondent doesn't know probe by asking the following.)***

- \_\_\_ Aerospace
- \_\_\_ Automotive Services
- \_\_\_ Biotechnology
- \_\_\_ Construction
- \_\_\_ Energy
- \_\_\_ Finance, Insurance, and Real Estate
- \_\_\_ Geospatial Technology
- \_\_\_ Health Services
- \_\_\_ Homeland Security
- \_\_\_ Hospitality (Hotel, Restaurants, and Lodging)

- Information Technology
- Retail Trade (Merchandizing only)
- Transportation
- Other (*Specify*)\* \_\_\_\_\_

2. In what occupations are your apprenticeship programs?

**(Open-ended, coding should be cued into computer.)**

(1) \_\_\_\_\_ (2) \_\_\_\_\_ (3) \_\_\_\_\_

3. How long has your organization been sponsoring registered apprenticeship programs?

- less than 1 year
- 1 to 5 years
- 6 to 10 years
- more than 10 years

4. How many registered apprentices do you have now? \_\_\_\_\_ **(If none, go to Q6, else go to Q7)**

5. When did you last have an apprentice? \_\_\_\_\_ **(month)** \_\_\_\_\_ **(year)**  
How many apprentices did you have at that time? \_\_\_\_\_

6. Do you plan to continue your apprenticeship program for the next year?  
\_\_\_\_\_ Yes \_\_\_\_\_ No (If no, please explain reasons for not continuing.)

7. Do you have plans to expand the number of apprentices? \_\_\_\_\_ Yes \_\_\_\_\_ No

8. **(Ask of employer-sponsors only.)** In the last few years, has your company ever hired workers who completed apprenticeships in other companies? \_\_\_\_\_ Yes \_\_\_\_\_ No

**Section B. View on Apprenticeship – Benefits, Drawbacks**

9. I'd like to get a sense of what you see as the benefits of registered apprenticeship. I'm going to read you a list of potential benefits. For each benefit, tell me if you think it is very important, somewhat important, or not important to you?

	<b>Very important</b>	<b>Somewhat important</b>	<b>Not important</b>
	<b>1</b>	<b>2</b>	<b>3</b>
Helps meet our demand for skilled workers			
Helps with employee recruitment and retention			
Reliably shows which workers have the skills to do the job			
Adds to productivity or high quality of services			
Saves money on workers' pay			
Good for worker morale/pride			
Leads to fewer safety problems			
Helps us meet government requirements			
Helps us meet licensing requirements			
Other ( <b>specify</b> ) _____			

10. Would you recommend to other employers that they use registered apprenticeship to train their workers in skilled occupations?

- Yes, strongly
- Yes, with reservations
- No
- Don't know

11. Now I'd like to ask you about costs or possible drawbacks in regard to registered apprenticeship. For each item, tell me if it is not a problem, a minor problem, or a significant problem.

	Not a problem	Minor problem	Significant problem
	1	2	3
Cost of related instruction			
Cost of experienced workers' time			
Takes too long to produce skilled workers			
Too much effort to manage a program			
Too many apprentices drop out before completion			
Competitors poach apprentices when they become fully skilled			
Too much paperwork			
Other _____			

### Section C. The Apprenticeship System

12. If you could change anything about apprenticeship and how it is run, what would you want? Would you want....?(**Check all that apply.**)

- More help in finding and screening applicants
- Faster registration of apprentices
- Simpler process for setting up a new program
- Better "due process" for delayed or rejected program approval
- Easier multi-state registration
- More help in finding related instruction.
- More information on laws such as the Davis-Bacon Act (**Ask only if a construction company.**)
- Other (*Please probe*) \_\_\_\_\_

13. Have you ever used the Registered Apprenticeship website found at [http://www.doleta.gov/atels\\_bat/](http://www.doleta.gov/atels_bat/)?  
Yes \_\_\_\_\_ No \_\_\_\_\_

14. Now I'd like to ask you about competency-based standards, which means assessing progress through a demonstration of abilities and knowledge, rather than on the basis of time. Do you have any interest in learning about, or how to use, competency-based apprenticeship training?  
Yes \_\_\_\_\_ No \_\_\_\_\_

15. Please rate your apprenticeship registration agency on the following factors:

	Excellent	Good	Fair	Poor	No Answer/Not Applicable
	4	3	2	1	0
Timeliness in processing applications and responding to inquiries					
Clear guidance on program registration and requirements					
Use of on-line registration					
Promoting expansion of apprenticeship					

**Section D. Sponsor’s Data Collection Activities**

16. Now I’d like to find out about the data you keep on your apprenticeship program. Do you keep records of...? **(Check all that apply.)**

- The number of apprentices
- How many complete your program
- Reasons for noncompletion
- How many pass state licensing/certification examination
- How many stay with your organization once they complete their apprenticeship
- Costs of related instruction
- Benefits of apprenticeship

17. Could you provide an estimate of the percentage of those who start an apprenticeship in your company and actually complete the program? \_\_\_\_\_

**Section E. Integration into the Workforce Development System**

**I’d now like to ask you some questions about the larger workforce system which includes One-Stop centers. These are offices where people can find information about job vacancies and how to find a job and employers can post job vacancies. Sometimes Job Service or Employment Service offices are One-Stops and there are other programs that can be accessed through them, such as Unemployment Insurance.**

18. Have you ever used a One-Stop Center to post apprenticeship openings?  Yes  No

19. Has the One-Stop office or Job Service sent any applicants to your apprenticeship program?  
 Yes  No  Don’t know

20. Has the One-Stop or Job Service office contacted you about posting apprenticeship openings?  
 Yes  No  Don’t know

21. Is anyone in your organization a member of the local Workforce Investment Board?  
 Yes  No  Don’t know

22. I am going to read a list of potential sources for obtaining applicants for registered apprenticeship. Tell me which ones you’ve found effective in getting good applicants for your apprenticeship program: **(Check all that apply.)**

- Newspaper want-ad
- Internet listing
- Referrals from local One-Stop Center/Job Service office
- Community-based organization
- High schools
- Community college or public technical school

- Private vocational school
- Preapprenticeship program
- Current employees
- Union
- Other (**Please probe to get specific answer**) \_\_\_\_\_

**Section F. Related instruction and standards**

23. What organization supplies the related instruction for your program(s)? Is it...? (**Check all that apply.**)

- Local community college
- Distance learning provider
- Post-secondary vocational or technical school
- High school
- Proprietary school
- Sponsor-owned or operated training facility
- Other (**Please probe**) \_\_\_\_\_

24. On a scale of 1 to 5, where 1 is poor and 5 is excellent, how would you rate the quality of related instruction received most recently by your apprentices?

Poor \_1 \_2 \_3 \_4 \_5 Excellent (**If 3 or lower, ask why.**)

25. Who pays for the related instruction? Is it...? (**Check all that apply.**)

- The employer
- The apprentice
- Joint labor-management training fund
- Public funding (WIA, Pell grants, state aid)
- Other: (**Please probe**) \_\_\_\_\_

26. Can you tell me *when* your apprentices take related instruction -- Is it...? (**Check all that apply.**)

- During working hours
- Evenings
- Weekends
- Varies

27. Do apprentices in your program receive pay for any time spent in related classroom instruction?

Yes  No

**Section G. Other/General Comments**

28. Regarding apprentices who didn't complete your program, what do you think are the main reasons they didn't complete (can have more than one answer)?

- Transferred to another apprenticeship program
- Gained craft license/took another job before completion
- Problems with performance (on the job or in classroom)
- Personal issues (illness, family needs, drugs, alcohol)
- Other \_\_\_\_\_
- Don't know/Not applicable.

29. Have you ever tried to register your program in another state?  Y  N (*If Y*) Were you successful?  Y  N; (*If Y*, in how many states altogether is your program registered? \_\_\_\_\_)

30. We have come to the end of the questionnaire. Do you have any comments to add about registered apprenticeship, the apprenticeship system in your state, or that in other states?

---

Thank you again for your time and the valuable information you have provided.

IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT:  
LALITH DESILVA, PLANMATICS, INC., AT (301) 987-7423  
OR  
CHARLOTTE SCHIFFERES, USDOL, AT (202) 693-3655

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 1205-XXXX. The time required to complete this information collection is estimated to average 17 minutes, including the time to review instructions, search existing data resources, gather the data needed, and complete and review the information collection. If you have any comments concerning the accuracy of the time estimate or suggestions for improving this form, please write to: U.S. Department of Labor, Washington, DC 20210.