Central Piedmont Community College
Human Services Technology
2011 Employer Survey

This survey is designed to help the Human Services Technology program faculty evaluate the strengths and improvement needs of our program from the potential employer's point of view. The information submitted will be kept confidential and will be used for program evaluation only. Your participation in this survey is critical. If you have any questions or concerns about this survey, please contact me at (704) 330-6153 or by email at Tommy.Lopez@cpcc.edu. Thank You!

Tommy Lopez, MPA
Human Services Technology Program Chair

1. Has your agency ever hosted a CPCC Human Services intern? O Yes O No

2. Has your agency ever hired a CPCC Human Services student? O Yes O No

3. If you answered no to question 2, please indicate a reason.

O None have applied
O No entry-level vacancies
O Entry-level positions require a higher degree
O Not satisfied with academic preparation of CPCC student
O Other

If you marked other, please specify:

4. Please rate how well the program at CPCC helped prepare your intern or employee for the following:

a. Ability to handle workload

O Below average/poorly prepared O Average/prepared adequately O Above average/prepared very well O N/A

b. Ability to work under pressure

O Below average/poorly prepared O Average/prepared adequately O Above average/prepared very well O N/A

c. Ability to work independently

O Below average/poorly prepared O Average/prepared adequately O Above average/prepared very well O N/A

d. Ability to manage time effectively

O Below average/poorly prepared O Average/prepared adequately O Above average/prepared very well O N/A

e. Ability to solve job-related problems

O Below average/poorly prepared O Average/prepared adequately O Above average/prepared very well O N/A

f. Ability to work with persons of diverse ethnicity or culture

O Below average/poorly prepared O Average/prepared adequately O Above average/prepared very well O N/A

g. Ability to handle reports and record keeping

O Below average/poorly prepared O Average/prepared adequately O Above average/prepared very well O N/A

h. Ability to work as a team

O Below average/poorly prepared O Average/prepared adequately O Above average/prepared very well O N/A

i. Dependability

O Below average/poorly prepared O Average/prepared adequately O Above average/prepared very well O N/A

j. Punctuality

O Below average/poorly prepared O Average/prepared adequately O Above average/prepared very well O N/A

k. Computer skills

O Below average/poorly prepared O Average/prepared adequately O Above average/prepared very well O N/A

l. Responsive to supervision

O Below average/poorly prepared O Average/prepared adequately O Above average/prepared very well O N/A

m. Interviewing skills

O Below average/poorly prepared O Average/prepared adequately O Above average/prepared very well O N/A

n. Screening skills

O Below average/poorly prepared O Average/prepared adequately O Above average/prepared very well O N/A

o. Assessment skills

O Below average/poorly prepared O Average/prepared adequately O Above average/prepared very well O N/A

p. Treatment planning

O Below average/poorly prepared O Average/prepared adequately O Above average/prepared very well O N/A

q. Case Management

O Below average/poorly prepared O Average/prepared adequately O Above average/prepared very well O N/A

r. Intake skills

O Below average/poorly prepared O Average/prepared adequately O Above average/prepared very well O N/A

s. Group facilitation

O Below average/poorly prepared O Average/prepared adequately O Above average/prepared very well O N/A

t. Crisis intervention skills

O Below average/poorly prepared O Average/prepared adequately O Above average/prepared very well O N/A

u. Referral procedures

O Below average/poorly prepared O Average/prepared adequately O Above average/prepared very well O N/A

v. Client education skills

O Below average/poorly prepared O Average/prepared adequately O Above average/prepared very well O N/A

w. Counseling skills

O Below average/poorly prepared O Average/prepared adequately O Above average/prepared very well O N/A

x. Ability to handle professional ethics

O Below average/poorly prepared O Average/prepared adequately O Above average/prepared very well O N/A

5. For each of the following, please select the response that most closely reflects your overall opinion of CPCC graduates who have been employed by your organization.

a. Specific job related knowledge

O Don't Know O Very Dissatisfied O Dissatisfied O Satisfied O Very Satisfied

b. Specific job-related skills

O Don't Know O Very Dissatisfied O Dissatisfied O Satisfied O Very Satisfied

c. Oral communication skills

O Don't Know O Very Dissatisfied O Dissatisfied O Satisfied O Very Satisfied

d. Written communication skills

O Don't Know O Very Dissatisfied O Dissatisfied O Satisfied O Very Satisfied

e. Problem solving skills

O Don't Know O Very Dissatisfied O Dissatisfied O Satisfied O Very Satisfied

f. Organization and planning

O Don't Know O Very Dissatisfied O Dissatisfied O Satisfied O Very Satisfied

g. Quality of work

O Don't Know O Very Dissatisfied O Dissatisfied O Satisfied O Very Satisfied

6. How would you rate the overall job preparation of the CPCC graduates you have employed?

O Don't Know O Not prepared O Somewhat prepared O Well prepared

7. Please identify any areas of the Human Services Technology program at CPCC that you believe need to be improved.

8. Please identify any areas of strength of the Human Services Technology program at CPCC.

9. What technology trends or developments are you seeing in the field?

10. What client or service delivery trends are you seeing in the field?

11. Please add any additional comments or suggestions here:

Thank you for your input!