

**Oakland Community College  
Advanced Technology Program  
1997 Follow-Up Study**

**INTRODUCTION**

In response to a request from the Coordinator of the Advanced Technology Program (ATP), the Office of Institutional Planning & Analysis conducted a follow-up study of program graduates. From December 15-18, 1997, attempts were made to contact all fifty-four (54) program graduates. A total of twenty-six (26) graduates responded to the survey resulting in a 48% response rate. The primary focus of this study was to determine the current employment status of ATP graduates and to assess their experiences since completing the program.

**ANALYSIS**

**Employment Status**

Over two-thirds of the graduates (69.2%) are currently employed full time, while 3.8% are working part-time. On the other hand, slightly over a quarter (26.9%) of ATP graduates are unemployed.

The majority of respondents are employed at E.D.S. (36.8%), Kelly Services (31.6%) and G.M. Truck (15.8%). Other employers include The Bureau of Indian Affairs, Oakland Community College and Ross Roy Communication (one respondent each).

Graduates also hold a wide variety of positions. A summary of job titles include:

Administrative Assistant	21.1%
Business Analyst	21.1%
Secretary	15.8%
Administration Service Team Member	10.5%
Operator	10.5%
Customer Service Representative	5.3%
Security	5.3%
Software Specialist	5.3%
Systems Administration	5.3%

Almost three-fourths (73.7%) of currently employed graduates are working in the same job they held when they completed the Advanced Technology Program. However, one quarter (26.3%) are now employed in a different position.

Respondents who are unemployed were asked to explain why they were not currently working. Graduates provided several reasons for being unemployed. The majority (57.4%) of respondents are not working due to medical reasons. Furthermore, several unemployed graduates said that they lack the necessary skills, thereby, preventing them from working. Respondents provided the following comments:

*Had surgery on my wrist two weeks ago and I am drawing unemployment. I have not worked for a month before the surgery and the company was not the same place I worked for through the OCC program. Deco Technologies, the company I worked at through the OCC program, terminated my employment because of illness and excessive absenteeism.*

*I got fired from the General Motors Kelly Services Program because my child was very sick and I had a doctor excuse which was not adequate for the supervisor.*

*I am not working because I am on maternity leave.*

*Because of a medical reason-hearing loss (tumor in an ear canal)*

*I have not found the job I want.*

*I don't have basic computer skills in data entry, word processing, and keyboarding. I graduated two years ago, and the information was limited.*

*I'm doing volunteer word processing work to improve my keyboarding skills (12 wpm to 45 wpm) to qualify for future employment in computer-related fields.*

## **Financial Issues**

One-third of respondents (33.3%) continue to receive public assistance, while the majority of respondents (66.7%) are meeting their expenses based on the income from their current job. Furthermore, the majority (84.2%) of employed respondents stated that their monthly income has increased since they completed the program, while the remaining 15.8% of graduates indicated that their income has remained the same. However, the majority of respondents (89.5%) stated that their monthly income was not enough to cover their living expenses (child care, transportation, and medical). Only one in ten respondents (10.5%) reported that their income covered all such expenses.

Graduates who reported that they were unable to meet all of their living expenses were asked to identify which expenses they could not meet. One third (33.3%) were unable to meet child care costs, while more than half (55.6%) had difficulty meeting transportation expenses. Moreover, medical costs were a problem for nearly one in five (21.1%) graduates. Twelve percent of these graduates had other expenses they could not meet.

## **Child Care**

Over two-thirds (68.4%) of all respondents indicated that they had children who require child care (for which they must pay). Of those graduates, 69.2% replied that they have one child, 15.4% have two children, 7.7% have three children, and 7.7% have four children.

## Transportation

Close to nine in ten graduates (89.5%) get to work each day with their own car. A small percentage (10.5%) indicated that they car pool to and from work.

## Medical Insurance

The majority (89.5%) of respondents who are employed receive medical insurance through their employer. Of those receiving medical benefits, 83.3% also receive coverage for their family.

## Transition To Work

Respondents were asked *What was the most difficult aspect of your transition from public assistance to full time employment?* Most respondents cited financial issues. Following is a summary of respondent comments.

*Most difficult was financial because Public Assistance was cut off.*

*Most difficult aspect for me was personal. Going from depending on Public Assistance to doing things on my own.*

*Budgeting: Trying to figure which bills to pay and what to buy until the next pay check.*

*Child care, along with the difficulty in adjusting to full time work.*

*Trying to meet necessary expenses of life on my own (food, shelter, utilities).*

*The case worker, Ms. Red, cut me off completely from my benefits before the usual two month cut off, especially my food stamps which I needed.*

*I still receive some Public Assistance-food stamps and Medicaid. I had a difficult time trying to handle my financial needs because the Public Assistance cuts you right off the money assistance soon after you receive your first pay check, and it may not be a full check.*

*My financial expenses changed-new wardrobe for work, my medical expenses were more I had to pay part of that for my son and I needed more coverage for dental work. It cost me a lot.*

Some respondents then offered suggestions on different ways the transition from public assistance to being employed could be improved. Their comments include:

*Child care which is expensive would have helped. We got part-time pay during the training but our Public Assistance was decreased. Public Assistance cut off completely when full time work starts.*

*Longer transition period to adjust to financially being responsible for myself.*

*Assistance with child care expenses would have helped with the transition.*

*Yes, Public Assistance should continue for a short time after you get a job; not totally cut off as soon as you get a job.*

*Family independence-Agency cut off checks for childcare after I started working.*

*Need more time to make at least two pay checks before Public Assistance was cut off.*

*Public Assistance could have given me food stamps. That would have helped me a lot.*

Others thought there was no need for further assistance, rather, they liked the program and suggested ways to make it better.

*The money management course at OCC helped me a lot and I would have liked to have several more classes of this type.*

*Because there are students who graduate at various levels of development and work experience, OCC should have support groups for graduates to share their first month's work experiences. This would help those who don't have much confidence.*

*The OCC training program and the people who administer it really helped me make up what I have today.*

## **SUMMARY**

This study suggests that most ATP graduates are on the right track towards achieving their goals of being self sufficient and off of public assistance. However, some graduates feel that public assistance should not be cut off immediately after completing the program and starting to work. The time lapse between receiving their first paycheck and their last public assistance check causes financial strains. A majority of respondents reported that their income increased since they first started to work after completing the program. However, the majority of these graduates revealed that their income was still not enough to cover all their living expenses.

Although one third of respondents are unemployed, the primary reason was due to health related issues not associated with the ATP program itself. This suggests that the OCC/Advanced Technology Program is meeting its objectives.

# Frequencies

## Statistics

	N	
	Valid	Missing
EMPLOYED Currently Employed?	26	0
EMPLOYER Name of Employer	19	7
JOBTITLE Job Title	19	7
SAMEJOB Same Job As When You First Started?	19	7
ASSIST Receiving Public Assistance?	18	8
CHILD Children Who Need Care?	19	7
CHILDREN Number of Children	13	13
TOWORK Primary Means of Getting to Work?	19	7
MEDICAL Receive Medical Insurance?	19	7
FAMILY Cover Family Too?	18	8
ENOUGH Monthly Income Enough?	19	7
XCHILD Child Care Expenses?	18	8
XTRANS Transportation Expenses?	18	8
XMEDICAL Medical Expenses?	19	7
XOTHER Other Expenses?	17	9
CHANGED\$ Has Your Monthly Income Changed?	19	7

1 EMPLOYED Currently Employed?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1.0 Not working	7	26.9	26.9	26.9
2.0 Part-time	1	3.8	3.8	30.8
3.0 Full-time	18	69.2	69.2	100.0
Total	26	100.0	100.0	
Total	26	100.0		

3 EMPLOYER Name of Employer

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid .0 Bureau Indian Aff	1	3.8	5.3	5.3
1.0 EDS	7	26.9	36.8	42.1
2.0 Kelly Services	6	23.1	31.6	73.7
3.0 Ross Roy Comm.	1	3.8	5.3	78.9
4.0 GM Truck	3	11.5	15.8	94.7
6.0 OCC	1	3.8	5.3	100.0
Total	19	73.1	100.0	
Missing 9.0 Missing	7	26.9		
Total	7	26.9		
Total	26	100.0		

4 **JOBTITLE Job Title**

		Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	1.0 Business Analyst	4	15.4	21.1	21.1	
	2.0 Admin. Assistant	4	15.4	21.1	42.1	
	3.0 Customer Service Rep.	1	3.8	5.3	47.4	
	4.0 Secretary	3	11.5	15.8	63.2	
	6.0 Operator	2	7.7	10.5	73.7	
	7.0 Security	1	3.8	5.3	78.9	
	8.0 Systems Admin.	1	3.8	5.3	84.2	
	9.0 Software Specialist	1	3.8	5.3	89.5	
	10.0 Admin Serv Team Member	2	7.7	10.5	100.0	
	Total	19	73.1	100.0		
	Missing	99.0 Missing	7	26.9		
		Total	7	26.9		
	Total		26	100.0		

5 **SAMEJOB Same Job As When You First Started?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	.0 Different job	5	19.2	26.3	26.3
	1.0 Same job	14	53.8	73.7	100.0
	Total	19	73.1	100.0	
Missing	9.0 Missing	7	26.9		
	Total	7	26.9		
Total		26	100.0		

**6 ASSIST Receiving Public Assistance?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	.0 Receiving assistance	6	23.1	33.3	33.3
	1.0 Meeting expenses	12	46.2	66.7	100.0
	Total	18	69.2	100.0	
Missing	9.0 Missing	8	30.8		
	Total	8	30.8		
Total		26	100.0		

**7 CHILD Children Who Need Care?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	.0 No	6	23.1	31.6	31.6
	1.0 Yes	13	50.0	68.4	100.0
	Total	19	73.1	100.0	
Missing	9.0 Missing	7	26.9		
	Total	7	26.9		
Total		26	100.0		

**7.2 CHILDREN Number of Children**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.0	9	34.6	69.2	69.2
	2.0	2	7.7	15.4	84.6
	3.0	1	3.8	7.7	92.3
	4.0	1	3.8	7.7	100.0
	Total	13	50.0	100.0	
Missing	.0	6	23.1		
	99.0 Missing	7	26.9		
	Total	13	50.0		
Total		26	100.0		

**8 TOWORK Primary Means of Getting to Work?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.0 Car pool	2	7.7	10.5	10.5
	4.0 Own car	17	65.4	89.5	100.0
	Total	19	73.1	100.0	
Missing	9.0 Missing	7	26.9		
	Total	7	26.9		
Total		26	100.0		



9 MEDICAL Receive Medical Insurance?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	.0 No	2	7.7	10.5	10.5
	1.0 Yes	17	65.4	89.5	100.0
	Total	19	73.1	100.0	
Missing	9.0 Missing	7	26.9		
	Total	7	26.9		
Total		26	100.0		

10 FAMILY Cover Family Too?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	.0 No	3	11.5	16.7	16.7
	1.0 Yes	15	57.7	83.3	100.0
	Total	18	69.2	100.0	
Missing	9.0 Missing	8	30.8		
	Total	8	30.8		
Total		26	100.0		

11 ENOUGH Monthly Income Enough?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	.0 No	17	65.4	89.5	89.5
	1.0 Yes	2	7.7	10.5	100.0
	Total	19	73.1	100.0	
Missing	9.0 Missing	7	26.9		
	Total	7	26.9		
Total		26	100.0		

12.1 XCHILD Child Care Expenses?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	.0 No	12	46.2	66.7	66.7
	1.0 Yes	6	23.1	33.3	100.0
	Total	18	69.2	100.0	
Missing	9.0 Missing	8	30.8		
	Total	8	30.8		
Total		26	100.0		

**12.2 XTRANS Transportation Expenses?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	.0 No	8	30.8	44.4	44.4
	1.0 Yes	10	38.5	55.6	100.0
	Total	18	69.2	100.0	
Missing	9.0 Missing	8	30.8		
	Total	8	30.8		
	Total	26	100.0		

**12.3 XMEDICAL Medical Expenses?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	.0 No	14	53.8	73.7	73.7
	1.0 Yes	4	15.4	21.1	94.7
	99.0	1	3.8	5.3	100.0
	Total	19	73.1	100.0	
Missing	9.0 Missing	7	26.9		
	Total	7	26.9		
	Total	26	100.0		

**12.4 XOTHER Other Expenses?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	.0 No	15	57.7	88.2	88.2
	1.0 Yes	2	7.7	11.8	100.0
	Total	17	65.4	100.0	
Missing	9.0 Missing	9	34.6		
	Total	9	34.6		
	Total	26	100.0		

**13 CHANGED\$ Has Your Monthly Income Changed?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.0 Stayed the same	3	11.5	15.8	15.8
	2.0 Increased	16	61.5	84.2	100.0
	Total	19	73.1	100.0	
Missing	9.0 Missing	7	26.9		
	Total	7	26.9		
	Total	26	100.0		

Project: Advanced Technology Graduates

Date: 12/15/97 - 12/18/97

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total
Total # of Interviewers	2	3	3	1			9
Total Interviewers Hours	10.50	10.50	5.50	1.00			27.50
Total # oc Calls	44	39	38	13			134
Total # of Completes	10	9	6	1			26
Hours Per Interviewer	5.25	3.50	1.83	1.00	#DIV/0!	#DIV/0!	3.06
Calls Per Interviewer	22.00	13.00	12.67	13.00	#DIV/0!	#DIV/0!	14.89
Completes Per Interviewer	5.00	3.00	2.00	1.00	#DIV/0!	#DIV/0!	2.89
Calls Per Hour	4.19	3.71	6.91	13.00	#DIV/0!	#DIV/0!	4.87
Completes Per Hour	0.95	0.86	1.09	1.00	#DIV/0!	#DIV/0!	0.95
Calls to Completes Ratio	22.7%	23.1%	15.8%	7.7%	#DIV/0!	#DIV/0!	19.4%
Salary Expense	\$111.83	\$111.83	\$58.58	\$10.65	\$0.00	\$0.00	\$292.88
Cost Per Complete	\$11.18	\$12.43	\$9.76	\$10.65	#DIV/0!	#DIV/0!	\$11.26