



Forward Wayne County

Focus Group: Employability

October 2019

Summary

Qualifier:

- Graduated high school after 2002
- Does not have professional license, certificate or college degree
- Must live and work in Wayne County
- Must be employed

Qualifier Data	
Survey Completion Total	50
Qualified	20
% of Qualified	40%
# Confirmed via text	17
# attended	10
% of participated to qualified	59%

Focus Group Participants

- ▶ Average age 24
- ▶ 5 male and 5 female
- ▶ Variety of industries; manufacturing, services, retail and banking
- ▶ Average number of years at current employer 2.76
- ▶ 8 out 10 had a trusted adviser for career pathing (parents, family, teacher)

Q1. What did you feel most encouraged to do by others?

- ▶ 5 – attend college
- ▶ 2 – enter the workforce
- ▶ 1 – Military
- ▶ 1 – Play sports

Note: though 5 were encouraged to go to college, none of the participants completed college.

Q2. Once you decided not to go to college what options did you think were available to you?

Response	Theme
I thought I would be able to advance in my current position at work, rather than go to college.	Advance in current job
I thought I could move up in my current job, or another company.	Advance in current job
Factories, landscaping, restaurants	Minimum wage jobs
Jobs no one wanted for minimum wage.	Minimum wage jobs
Any job that paid my bills.	Minimum wage jobs
No options were available. I was made to think college was the only option to obtaining gainful employment.	No options, only college
Any trade school, working construction.	Trade School
I am in college right now, I just don't have any credits yet. I did consider exploring Cinematography while working whatever I could to have money.	No options, only college
I actually did go to college for less than 2 years. I decided it was not my journey and dropped out. I already had a job so I just went full time.	No options, only college
To enlist full time and get a job in the mean time.	Enlist

Q3. Do you remember any specific programs that were offered to you?



Response

I heard through word of mouth of a place I could get my GED

No, I don't remember any specifically.

All programs I can think of were geared towards going to college. I know there is a job fair that happens. I have never been to the job fair, because I have always had a job.

I was offered vocational school, but I didn't take advantage of it because, I decided I didn't want that career anymore.

Yes, high school WTCC. No, they were not fields I wanted to go into.

The ICE class was offered to me, at the Richmond High School by my counselor.

GED programs. No I didn't take advantage.

Building trades in high school. Building trades.

Whitewater Career Center, Centerville High School, Automotive Technology. I didn't finish high school and Centerville.

Q4. Knowing what you know now, is there a program while attending high school that you wished your school had offered?

Response	Theme
A class for life skills.	Life Skills / Financial Mgmnt
Blue collar/ trade experience programs (mentor,shadowing, etc.).	Trade Schools Job Shadowing
Job shadowing.	Job Shadowing
Life skills programs. Example: Taxes, managing bills, write a check or letter.	Life Skills / Financial Mgmnt
I wish we had learned more about adult life in general. Taxes would have been great to learn about. Insurance. It took getting an insurance to understand even great to learn about. the basics. Basic car mechanics. Budgeting, Building a house.	Life Skills / Financial Mgmnt
The Career Center of Area 31 center	Job Shadowing
Programs that help you decide what you'd like to go to college for and what career you'd like to have. Financial planning courses would have been nice as well.	Life Skills / Financial Mgmnt
Trade schools. More definition of skilled trades.	Trade Schools
It would have helped me if there was a class offering to teach students about taxes,finances,budgetinf,etc.	Life Skills / Financial Mgmnt
I wish I could have been taught about taxes and how expensive bills really are. I think high schools should equally support both the college route and the trade school route.	Life Skills / Financial Mgmnt
I wish there was a program that would help students figure out what career path they would be good at and something that prepared us more for different things in life, such as taxes, bills, mortgages....different adult things.	Life Skills / Financial Mgmnt
Have a counselor that actually isn't only about college.	Trade Schools
CNC machineing, anything computers, stock market, saving (401k).	Life Skills / Financial Mgmnt

Q5. What do you wish you had known back in high school or in your younger years that you know now? Tell us how knowing this in high school may have changed your future.

Response	Theme
You don't HAVE to go to college. I dropped out for my mental health. I probably wouldn't have went at all, or at least took it slower. I was very pressured to hurry up- pick a major before even applying. It would be nice to get through high school itself- then found my way through college.	Do not have to go to college straight out of HS, can wait until ready
I wish I would've known more about different scholarship opportunities and how to find them. I wish I would've focused more on what I wanted to do.	Life Skills/ Financial Mgt
I wish I had more help with FASFA or how to start applying for collages. I didn't get much help with anything at school.	Life Skills/ Financial Mgt
How much just living cost. I would have had a more realistic look on life.	Life Skills/ Financial Mgt
That I could enlist during Senior year, I could've graduated with my law degree by now.	
Budgeting and saving money. Buy assets.	Life Skills/ Financial Mgt
IT'S NOT THAT HARD TO GET INTO COLLEGE!! I would have been a lot less stressed if I had been told this instead of that it's a warzone of applicants.	Do not have to go to college straight out of HS, can wait until ready
Economics and how banks, credit, interest, etc. worked.	Life Skills/ Financial Mgt
Bills and basic necessities for life get expensive. I would'nt have been so stubborn in high school.	Life Skills/ Financial Mgt
I wish I'd have known that it's good to have a backup plan, when things don't turn out how you expected. If I'd have been more disciplined and acknowledged that, by now I could have a degree and career.	Do not have to go to college straight out of HS, can wait until ready

Q6. What part of finding a job was hard for you?

Response	Theme 1	Theme 2
Getting a job it easy. The difficult aspect of getting a job is when you don't have the qualifications or experience to land the job you actually want.	Getting a job I really want	
When I first started working (in high school), it was transportation. I live on the west side and there aren't a ton of options, especially when you don't drive. There aren't enough sidewalks to walk everywhere. Currently, I'd say feedback. You don't always hear that you did not get the job and almost never hear why.	Lack of transportation	
My lack of experience coming out of high school, basically left me with only minimum wage options. Bottom of the barrel jobs that hire anyone and everyone. The hardest part was finding something with flexibility, better pay than minimum and lower standards of experience. I know I could have done the jobs I applied for, but without credentials I wasn't even considered.	Getting a job I really want	
The interview process stresses me out and I feel pressured to be exactly what they are looking for- even if I'm not.	Interview Process	
Interviews stress me out. Sometimes employers don't follow-up with you, even after you've called.	Interview Process	Lack of follow up from employer regarding getting the job or not
Job applications that ask for a resume then ask you to repeat all info on another document. The resume should already include all info needed. Finding the motivation to go to work, even though you could do something else.	Being ask to repeat yourself multiple times	
Unnecessary emails, automatic calls X 10, no experience, long orientation process.	Process	
Interview process, my previous employment history in years past.	Interview Process	
I have never had a hard time finding a job. Finding a better job, not knowing what's out there.	Getting a job I really want	
Getting a call saying you didn't get the job. Finding a job you like. Hated the interview process. Keeping track of the places numbers and addresses.	Getting a job I really want	Lack of follow up from employer regarding getting the job or not

Q7. What skills do you see at work that your coworkers are missing?



Response	Theme
Most people pull their own weight. Sometimes they're just annoying.	Work Ethic
Communication. All across the board. Employee to employee. Management to employee.	Communication
Respect, reading a tape measure, basic math, on time, hard working.	Skills
People skills, cleanliness, integrity/moivation/pride, adaptability.	Work Ethic
A lot of my co-workers lack: Good customer service, work ethic, motivation to learn, motivation to do the best at their jobs, ability to show up on time, good attitudes	Work Ethic
Calling in sick/always wanting to leave early	Work Ethic
Common sense, appreciation for employment, cooperation skills	Common sense
I have a lot of co-workers who lack in their work ethic. This affects their coustomer services and for some, their ability to show up on time. Some of my co-workers have horrible attitudes, which can affect the whole team.	Work Ethic
Stepping up when others need help, communication, putting yourself in others shoes.	Helping others
Putting forth effort, actually working on kindness, clean language,doing work, being clean.	Work Ethic

Q8. What's your biggest frustration at work?

Response	Theme
Under qualified workers	Unskilled workers
Management making poor decisions, random policy changes, co-workers who don't do their part, getting no recognition for doing a good job.	Management
Favoritism	Favoritism
The "uppers" not understanding what the people on the floor have to deal with and do.	Management
My boss can be quite unenjoyable.	Management
My biggest frustration at work is feeling, like I go above and beyond everyday, and getting no recognition for it. I feel like me doing good only makes them give me more and more work, but no raise or promotion. I also get frustrated with poor management.	Management
The lack of communication between the higher-ups and the lower employees	Communication
Bad attitude from others. Disrespectful customers. Bad bosses.	Disrespect
Sometimes there's too much negativity and lack of appreciation.	Negativity
Co-workers who are not management, who feel they are. Blame passing! Laziness, pushing work off for others to do.	Bossy co-workers

Q9. Do you feel you have opportunities to advance at your current employer?

Response	Theme
Opportunities to climb the ladder, to have a lifetime job and career even after years in the Army. To eventually move into leadership.	Yes
No	No
I used to feel like I could advance at work, but lately I feel like I can't do anything else there, because of new management.	No
I don't think so.	No
Small possibility of promotion.	Yes
Absolutely. I can move almost anywhere in insurance. I work for an agency, where I am a customer service agent. I can progress to different departments, I can move into selling vs servicing. And if I wanted to leave my agency, I could go up in the corporate side. Plus insurance can be needed everywhere.	Yes
I work for a small business , with no oportunties for advancement.	No
Yes, if a person puts in the extra effort.	Yes
Yes, but only if I continue my schooling by a few years.	Yes
Yes, although I feel like people with a college degree have a better chance, even if they don't do as good of a job on certain things.	Yes

Q10. What advice would you give your kids, your kids friends or niece/nephews about career?

Response	Theme
You can make very good money without a college degree. Trade school is just as good as "regular" college. I don't feel the need to commit to one path.	You don't have to go to college
If you know what you want to do, don't be afraid to step out of your comfort zone, to get where you want to be. Always take pride in your work.	Do What YOU want
Trade School	Trade Schools
Be a kid! Don't be too focused on adult stuff. At the same time, I think you should always be talking to your kids about careers. Not in a pressure way, like you need to do this, you need to pick something (at 12 and stick with it forever, ugh). But in an option way. Show them that there are a million options and they can do any of them. Help them develop interests so they get a job they like.	There is more than one way to succeed
Find something you Love that you are good at or excel in. Don't feel pressured to know what that is at an early age. Get as much experience to find what that is.	There is more than one way to succeed
Be young, be yourself, be confident.	Be yourself
That finding a job is a task and experience starting young is a great source for finding your career and lifelong job.	Be open to experiences
Find a trade that's in demand, learn as much about it as possible. Start your own company.	Run your own business
Get a degree in a field that enables job security or learn a trade.	Job security
Find something that you really want to do and that you really enjoy. Focus on what you want to do and work toward that goal.	Do What YOU want

Q11. What is your ideal next level job?

Response	Theme
Recovery lead or Coach	Coach
I would love to be an accountant or something related to that. Maybe looking over a companies orders for supplies.	CPA
Park Ranger or Conservation officer.	Conservation officer
Welding Industry	Welder
Go on a military reach,finish AIT training and become a combat field medic.	Military
I would love to move up to a management position at my current workplace.	Management
I would like to move up to a mortgage loan office/manager.	Management
I think I might like to move into sales from service. But I might want to go corporate. I'm undecided.	Sales
Working for myself.	Entrepreneur
Computer graphic designing.	Graphic designer

Q12. What are some things are preventing you from getting your next level job?

Response	Theme
No where I feel confident in going to school, time, I don't want to go back to school.	Education
Family owned company	Small business no where to go
My employer seems to prefer people who have a college degree over others who don't, even if they have more experience.	Education
Lack of discipline	Discipline
Education	Education
Waiting on my high school diplomas so that I can start my training.	Education
Not being able to pay my bills while getting the education I need.	Having to work while going to school
Experience, collage degree.	Education
Experience. I'm trying to absorb as much info as possible so I can be that much more beneficial in the future	Education
Mid-management having favorites or not liking you in general makes it hard to continue to be promoted. The many steps it takes to get to that top job.	Management not liking me



Q13. If there were no limitations to what could be created, what would you create (system, service, programs, etc.) to help you get your ideal job?

Response	Theme
I genuinely do not have a "dream job". I wish it was more focused on finding a job you like and can tolerate rather than a "dream job" you were destined for.	Finding a job you like
Make it easier to get an internship so you can acquire the knowledge and experience.	Internships
I would like there to be no such thing as unpaid internships. I am way too busy going to school and working to pay for school for me to even consider an unpaid internship. I need the experience for my future, but I don't know how to sacrifice so much time and money for it.	Paid Internships
Mentor	Mentors
Apprenticeship	Apprenticeships
Job shadowing before you pick what you want to go into or if you even want the job.	Job Shadowing
A step by step hands on course.	Training
I wish there were more programs that showed/told exactly what the job entails, so you know if it's something you're really interested in or not.	Job Shadowing
I would create a job shadowing program - that way you can experience different programs find what you're interested in, getting paid while doing it.	Job Shadowing