

## Forward Wayne County

Focus Group: Employability

October 2019

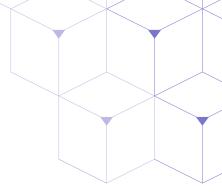
### Summary

### **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%

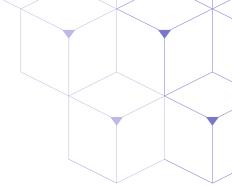




### Focus Group Participants

- 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 then 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 mades 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 then 2 years. I decided it was not my journey and dropped out. I already	
had a job fo 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	Trade Schools
(mentor, shadowing, etc.).	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, mortgagesdifferent 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 been 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.  That I could enlist during Senior year, I could've graduated with my law degree by now.	Life Skills/ Financial Mgt	
Budgeting and saving money. Buy assets.  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 warrang of applicants.	Life Skills/ Financial Mgt  Do not have to go to college straight out of HS, can wait	
told this instead of that it's a warzone of applicants.  Economics and how banks, credit, interest, etc. worked.  Bills and basis possesitios for life get expansive. I would'nt have been so stubbern in high school.	until ready  Life Skills/ Financial Mgt	
Bills and basic necessities for life get expensive. I would'nt have been so stubborn in high school.  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	Do not have to go to college straight out of HS, can wait	
and career.	until ready	



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

Theme 1	Theme 2
Getting a job I really want	
Lack of transportation	
Getting a job I really want	
Interview Process	
	Lack of follow up from employer regarding
Interview Process	getting the job or not
Being ask to repeat yourself	
multiple times	
Process	
Interview Process	
Getting a job I really want	
	Lack of follow up from employer regarding
Getting a job I really want	getting the job or not
	Getting a job I really want  Lack of transportation  Getting a job I really want  Interview Process  Interview Process  Being ask to repeat yourself multiple times  Process  Interview Process  Getting a job I really want



## 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
Communucation. All across the board. Employee to employee. Management to employee.	Communucation
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 to 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 opportunties 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 to 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.	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 then 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 geat 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.	СРА	
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 perfer 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 diploms 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 take	es		
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 geniunely 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 to busy going	
to school and work 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 sacifice 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

