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**A SURVEY OF BUSINESSES IN  
NORTHWEST OHIO REGARDING  
OWENS COMMUNITY COLLEGE**

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# BACKGROUND

## Survey Methodology

- This report presents the findings of a telephone survey completed with total of 177 businesses located in Hancock, Lucas and Wood counties who, according to the list purchased, had 50 or more employees.
- We obtained a sample of all businesses in the three county area with 50 or more employees from Harris InfoSource. By design, we took out all restaurants and grocery stores included in the list. This provided us with 899 companies from which to call. Also by design, we asked to speak with the person responsible for making the training decisions in the company. As a result, female respondents outnumbered male respondents by a margin of 3 to 1 (75% vs. 25%).
- The calls were completed between August 20 and 27, 2007 and seven attempts were made to reach each company and the desired respondent.
- Based on 177 completed interviews out of sample of 899 companies, the survey results have an overall margin of error of  $\pm 6.6\%$  at the 95% confidence level.

## Survey Purpose

The overall purpose of the survey was to determine the kinds of training and classes that would be helpful to these companies and their interest in working with Owens Community College to offer these classes. Some of the specific question areas examined in the survey included:

- The percentage of their employees who require a two year degree or certificate, the percentage who require continuing education and how that education need is currently met.
- How helpful a range of college courses and types of training would be to the company and its employees.
- Their familiarity with Owens Community College and if they would be interested in working with Owens to deliver classes and training to their employees and if yes, the preferred way of making these classes available.

## KEY FINDINGS

- 85% of the companies interviewed said at least some of their positions require an associate's degree or certificate. They were more apt to be government agencies, health care/schools, personal service businesses and construction companies.
- 57% require some of their employees to complete continuing education classes and they were the same types of companies as above.
- 42% of the companies with a continuing education requirement said they provide the courses on-site while 34% said their employees can choose where to go and what classes to take and 17% said employees must choose from a company approved list of course providers.
- 69% of all companies offer support to employees wanting to take college or continuing education classes and this was nearly as true of companies who do not require continuing education (62%) as those who do (75%). Most offer tuition reimbursement (80%) while a few give employees time off to take classes (20%) or a salary increase (7%).
- The kinds of classes and training companies would find most helpful to employees included:
  - Management or leadership training (76% very or somewhat helpful), and this was strong among all types of companies
  - Time management skills (74%), which was higher among white collar businesses
  - Customer service training (72%), and this was more important to sales companies and personal service businesses
  - Classes in software programs such as Microsoft Office or Adobe (63%), which was higher among personal service businesses, government agencies and sales
  - Workshops on OSHA regulations (61%), which was stronger among the blue collar companies
  - Staying a Drug Free workplace (59%), which had some interest among all companies
  - Introduction to computers (58%), which was more important to government agencies, personal service businesses and sales
  - And sales, marketing or presentation training (54%) which was higher among sales companies.
- 91% of the businesses surveyed are familiar with Owens Community College and are aware that Owens provides academic credit, continuing education and employee training classes. Note that awareness was lower among companies with 250 or more employees and government agencies.
- 86% of all companies would be very or somewhat likely to refer their employees to Owens, but this too was lower among larger companies and government agencies.
- 15% would be very interested in working with Owens to offer courses or employee training and another 45% were somewhat interested. The percent very interested was slightly higher among manufacturers, government agencies, health care/schools and personal service businesses as well as companies in Hancock and Wood counties.
- Interested companies clearly preferred offering a class or training with an instructor present either in a workshop or classroom (44%) or in combination with online classes (42%). They also preferred a 1 or 2 day workshop or seminar (74%) and many favored having the classes taught at their location (55%).

## I. Profile of Respondents

### Most of the businesses interviewed are located in Lucas County.

Nearly three-fifths of the companies interviewed are located in Lucas County (63%). About a fourth (23%) are located in Wood County while the remaining 14% are in Hancock County. Note that we tried to interview a few more companies in Wood and Hancock counties to improve the reliability of the county level data, but this is still fairly close to the actual distribution of companies by county with 50 or more employees (70% Lucas, 19% Wood and 11% Hancock).

| COUNTY WHERE COMPANY IS LOCATED |                 |    |
|---------------------------------|-----------------|----|
|                                 | All Respondents |    |
|                                 | N               | %  |
| Lucas                           | 112             | 63 |
| Wood                            | 40              | 23 |
| Hancock                         | 25              | 14 |

### All different companies were represented.

Many of the companies or businesses interviewed were SIC code 8000 which includes health care and schools (30%, n=53). Another 11% (n=19) were personal services such as banks, hotels, legal services and recreational while 10% (n=17) were various government agencies and 14% (n=24) were sales, both retail and wholesale. About a fourth (23%, n=41) were manufacturing while 7% or 13 companies were SIC 4000 which included trucking, distribution and communications. Just 7 companies interviewed were construction or contractors and only 3 were agricultural.

| TYPE OF BUSINESS BY SIC CODE                  |                 |    |
|---|-----------------|----|
|   | All Respondents |    |
|   | N               | %  |
| Agricultural (0000)                           | 3               | 2  |
| Construction/Contractors (1000)               | 7               | 4  |
| Manufacturing (2000 & 3000)                   | 41              | 23 |
| Trucking, Distribution, Communications (4000) | 13              | 7  |
| Sales Retail and Wholesale (5000)             | 24              | 14 |
| Personal Services (6000 & 7000)               | 19              | 11 |
| Health Care, Schools (8000)                   | 53              | 30 |
| Government Agencies (9000)                    | 17              | 10 |

Note that the number of respondents in several of the subgroups is small and results for any subgroups with less than 35 respondents should be viewed with caution.

## Most companies had 100 to 250 employees.

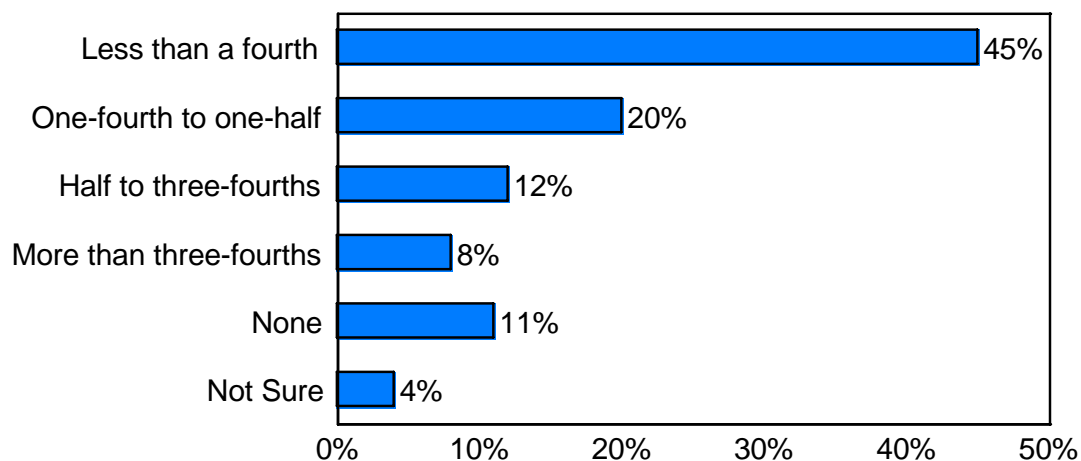
When asked how many people their organization employs in Northwest Ohio or Southwest Michigan, 31% said 50 to 99 while 39% said they have 100 to 250 employees. Another 20% had more than 250 employees in the area. The remaining 10% reported having less than 50 employees even though more than 50 employees was indicated on the sample listing.

| Q1 NUMBER OF EMPLOYEES |                 |    |
|------------------------|-----------------|----|
|                        | All Respondents |    |
|                        | N               | %  |
| Less than 50           | 18              | 10 |
| 50 to 99               | 55              | 31 |
| 100 to 250             | 69              | 39 |
| More than 250          | 35              | 20 |

## A large majority of companies have at least some people who require a two year degree or certificate.

Fully 85% of all companies have at least some positions that require an associate's degree or certificate. Only 11% of the businesses interviewed said none of their employees require an associate's degree or certificate while 4% weren't sure. Nearly half (45%) said less than a fourth of their employees require a two-year degree or certificate, but two-fifths (40%) said it is more than a fourth. Of those, 20% said between one-fourth and one-half require a degree while 12% said it is required of half to three-fourths of their employees and 8% said more than three-fourths of their employees require a two-year degree or certificate.

## Q2 PERCENTAGE OF POSITIONS REQUIRING ASSOCIATES DEGREE OR CERTIFICATE

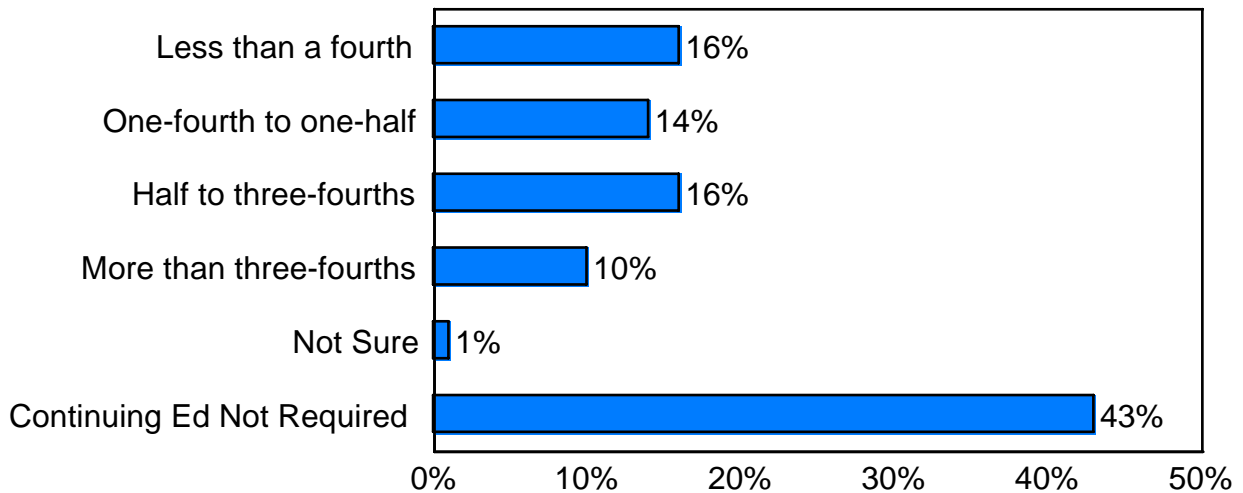


Government agencies (36%), health care/schools (31%) and personal service companies (26%) were more apt to have half or more of their employees requiring a two-year degree as did 28% of construction companies.

**Over half also have a continuing education requirement for some of their employees.**

In addition, over half (57%) said that certain positions in their company require continuing education classes. Of those, about a sixth each said continuing education is required of less than a fourth of their positions (16%), between a fourth and half (14%), and between half and three-fourths (16%). A tenth said more than three-fourths of their employee require continuing education (10%). A tenth said more than three-fourths of their employee require continuing education (10%).

**Q4 PERCENTAGE OF POSITIONS REQUIRING CONTINUING EDUCATION**



Here too, the more white collar professional businesses were more likely to say half or more of their positions require continuing education. These included about two-fifths each of government agencies (41%), health care/schools (40%), personal service businesses (43%) and construction companies (43%).

## Many of the companies provide their own courses to employees.

Of the companies that have some continuing education requirement, 42% said they provide the needed courses on-site for their employees. But 34% said the employees can decide where to go and what classes to take while 17% said employees must choose from a list of company approved course providers. Two companies said they use some combination, while one company said police, fire and EMS courses are decided by the state and another respondent said the union decides.

| Q5 HOW EMPLOYEES FULFILL<br>CONTINUING EDUCATION REQUIREMENT |  |                    |
|--|--|--------------------|
|  | Of Those with CE<br>Requirement<br>N=101 | All<br>Respondents |
|  | %  | %                  |
| Company provides courses on-site                             | 42                                       | 24                 |
| Employee chooses course &<br>where to go                     | 34                                       | 19                 |
| Choose from a list of providers                              | 17                                       | 10                 |
| Other  | 4  | 2                  |
| Not Sure   | 4  | 2                  |
| No CE Required   | NA                                       | 43                 |

Most of the companies with 50 to 99 or 100 to 250 employees said they provide the needed courses on-site (45% and 50%), while companies with more than 250 employees were divided among the three choices (33% company provides, 29% employee chooses and 29% choose from list).

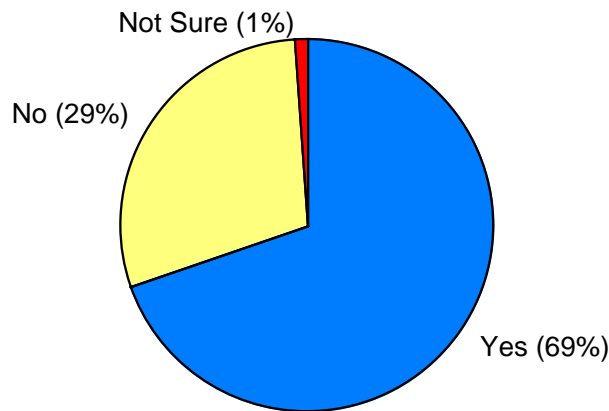
Also, government agencies were more apt say employees can choose where to go and what classes to take (40%) while health care/schools were divided between company-sponsored classes (47%) and employees choosing (42%). Personal service companies were divided between the three alternatives (36% company provides, 27% employee chooses and 27% choose from an approved list).



**A large majority of companies offer support to employees taking classes with many offering tuition reimbursement.**

Overall, 69% of companies said they offer support to employees interested in taking college classes or continuing education classes. Just 29% do not. Even 62% of companies who do not have any positions requiring continuing education offer support as do 75% of the companies who have a continuing education requirement.

**Q19 DOES COMPANY OFFER TUITION REIMBURSEMENT OR TIME OFF TO EMPLOYEES INTERESTED IN TAKING COLLEGE CLASSES OR CONTINUING EDUCATION COURSES**



In fact, a majority of most companies offer some help to employees so they can take classes. But there were two notable exceptions and they were personal service companies (47% yes) and companies with less than 50 employees (44%).

When asked what education support they provide employees, 80% said tuition reimbursement. In addition, 20% offer time off to take classes during the work day, 7% provide a salary increase upon completing a degree. Note that some mentioned more than one response and 5% said they do all three things.

| Q20 KINDS OF EDUCATIONAL SUPPORT OFFERED TO EMPLOYEES |                             |                 |
|---|-----------------------------|-----------------|
|   | Of Those Who Offer Support* | All Respondents |
|   | %                           | %               |
| Tuition reimbursement                                 | 80                          | 56              |
| Time off  | 20                          | 14              |
| Salary increase                                       | 7                           | 5               |
| All   | 5                           | 3               |
| Other   | 3                           | 2               |
| Not Sure  | 2                           | 2               |
| Do not offer support                                  | NA                          | 30              |

\*Adds to more than 100% due to multiple response

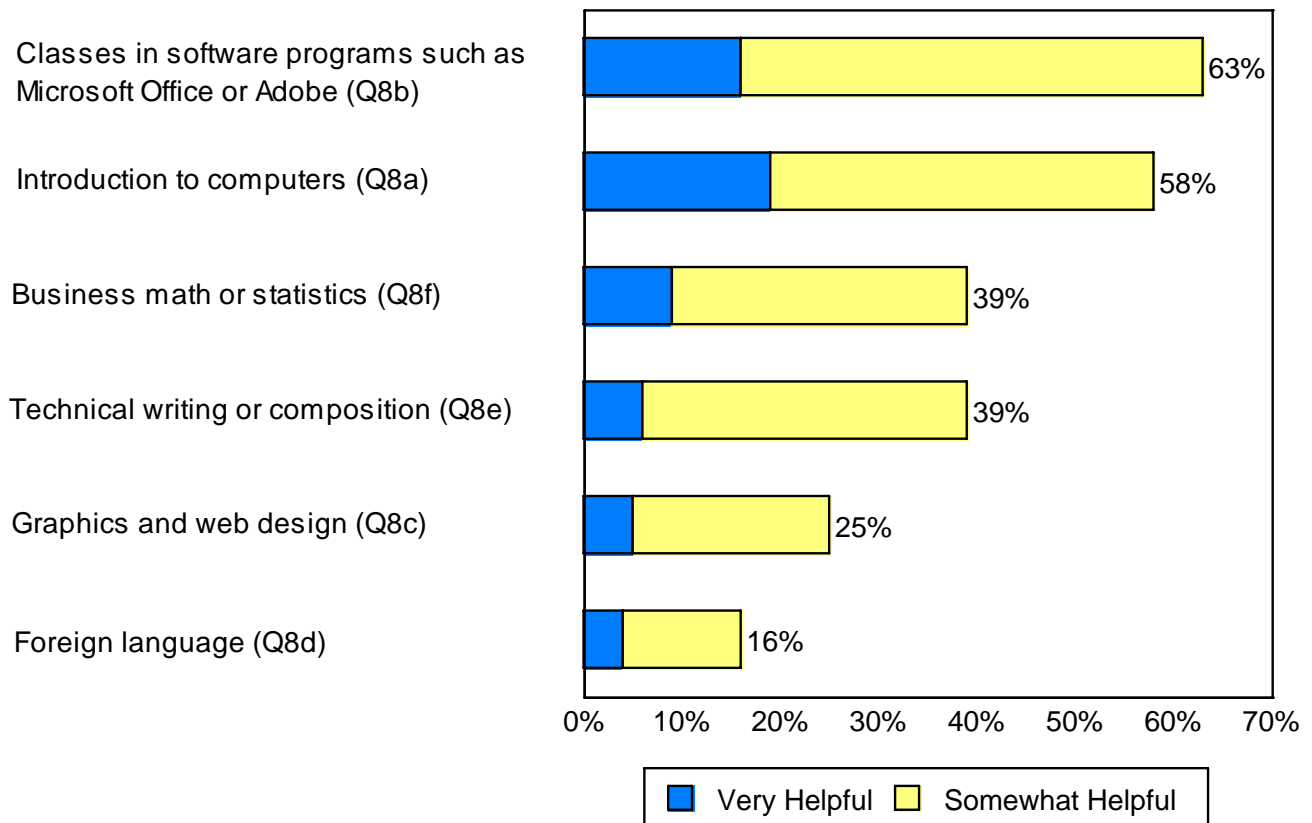
## II. Kinds of Classes Businesses Are Interested In

**There is interest in both the training programs and the academic classes.**

Respondents were read two lists of possible areas where Owens could help, one was academic credit or continuing education courses and the other was different types of training. For each list, they were asked how helpful the classes or training would be to their employees.

Looking first at the list of six academic or continuing education courses, we see that interest was highest in software programs such as Microsoft Office or Adobe, and introduction to computers. Well over half said these two areas of study would be very or somewhat helpful to their employees (63% and 58% respectively). And of these, about a fifth said they would be very helpful (16% and 19%).

### Q8 HELPFULNESS OF ACADEMIC CREDIT OR CONTINUING EDUCATION COURSES OWENS COMMUNITY COLLEGE CURRENTLY OFFERS OR COULD OFFER



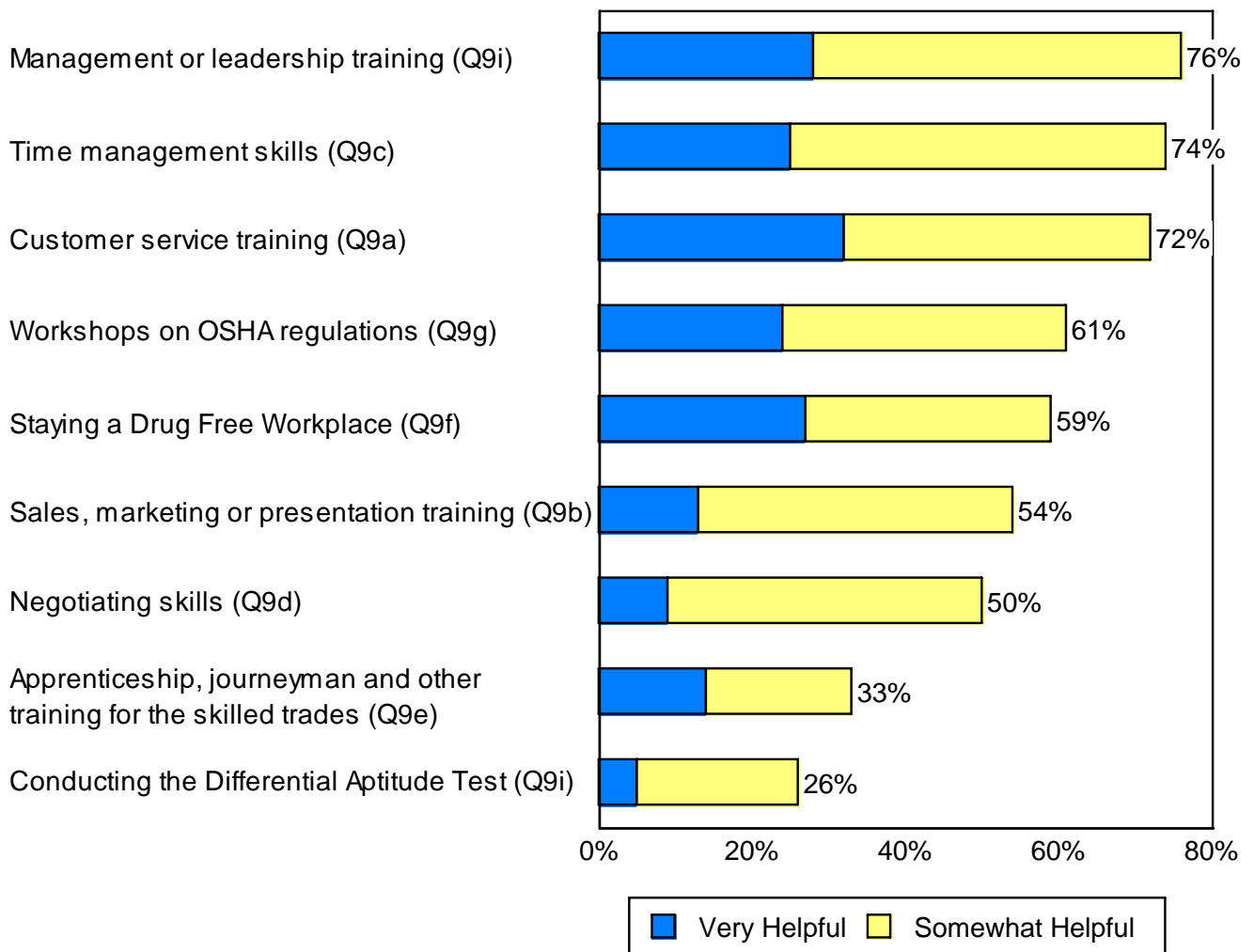
About two-fifths each said business math or statistics, and technical writing or composition would be very or somewhat helpful to their employees (39% each) while a fourth indicated some interest in classes for graphics or web design (25%). Just 16% said offering a foreign language would be very or somewhat helpful to their employees.

Of the nine types of training Owens could offer to local companies, there were three in which about three-fourths of respondents said would be very or somewhat helpful to their employees. They were:

- Management or leadership training (76%, with 28% saying very helpful)
- Time management skills (74%, with 25% very helpful) and
- Customer service training (72%, with 32% very helpful).

In addition, three-out-of-five businesses were interested in workshops on OSHA regulations (61%) and staying a Drug Free Workplace (59%) and about a fourth said these two kinds of training would be very helpful to employees (24% and 27%, respectively).

## Q9 HELPFULNESS OF TYPES OF EMPLOYEE TRAINING



About half of all companies indicated that training in either sales, marketing or presentation skills (54%) or in negotiating skills (50%) would be very or somewhat helpful to their employees. But only about a tenth said either of these would be very helpful (13% and 9%).

Overall, just a third were interested in apprenticeship, journeyman or other training for skilled trades (33%), but 14% said this would be very helpful to them.

Interest was lowest for conducting the Differential Aptitude Test with just 5% saying this would be very helpful and 21% rating it somewhat helpful.

Looking at these 15 programs together, we find some differences.

- Sales companies were more apt to say many of these programs would be very helpful to them, particularly customer service training (63%).
- Personal service companies and government agencies expressed more interest in classes in software training (42% and 35%) as well as introduction to computers (26% and 29%).
- All groups said management and leadership training would be very helpful. And the white collar companies were also more apt to say classes in time management would be very helpful.
- 42% of personal service businesses rated customer service training as very helpful.
- On average, about two-fifths of manufacturing, construction and agriculture businesses said workshops on OSHA regulations would be very helpful to their employees.
- Both manufacturing and construction companies were also more interested in training for skilled trades, apprenticeship and journeyman (27% and 57%).

## Two-fifths mentioned some other kinds of training or classes they would be interested in.

When asked what other kinds of educational training would be helpful to employees, 61% said none, no others. But the other two-fifths mentioned something. Most frequently mentioned was continuing education for nurses, training for nurses, nursing assistants, physical therapy, pharmacy technician or first aid (10%). A few others also mentioned training in social work, mental retardation or developmental disabilities and Medicaid (3%) as well as early childhood education (2%).

Eleven respondents (or 6%) mentioned a specific kind of technical training, including auto technician, plumbing or roadwork, meteorology, fire training, plastics processing, welding, maintenance, chemical industry, basic metallurgical, measuring machine and any skilled trade.

Another 6% wanted training in sales, management, leadership, supervisory skills, customer service or human resources, while 4% specifically said classes in teamwork, team building, working with others, and 1% mentioned stress management.

There were also 4% who were interested in training in environmental safety including how to deal with hazardous materials and OSHA regulations, and two people specifically mentioned training in the Six Sigma quality practices.

| <b>Q10 ADDITIONAL KINDS OF CLASSES COMPANIES ARE INTERESTED IN</b>  |                         |          |
|---|-------------------------|----------|
|   | <b>All Respondents*</b> |          |
|   | <b>N</b>                | <b>%</b> |
| Nursing, health care, RN, STNA, physical therapy, pharmacy technician, first aid, keep up licensing   | 18                      | 10       |
| Technical training, trades (auto tech, fire, plumbing, roadwork, meteorology, plastics processing, basic metallurgical, measuring machine, welding 1 & 2) | 11                      | 6        |
| Sales, management, leadership, supervisory, human resources, customer service   | 10                      | 6        |
| Teamwork, team building, working with others  | 7                       | 4        |
| Environmental safety, dealing with hazardous materials, OSHA  | 7                       | 4        |
| Accounting, general or basic math, balance sheets   | 6                       | 3        |
| Social work, MRDD, Medicaid   | 5                       | 3        |
| Early childhood education   | 3                       | 2        |
| Stress management   | 2                       | 1        |
| Six Sigma   | 2                       | 1        |
| Other   | 6                       | 3        |
| None, named them all  | 108                     | 61       |

\* Adds to more than 100%, more than one response accepted

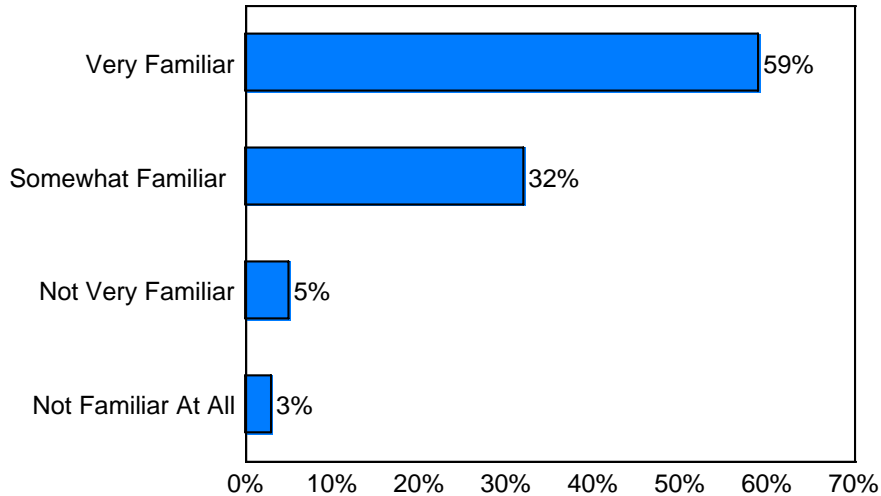
The verbatim responses to this question can be found at the back of the report.

### III. Interest In Working with Owens Community College

**Most businesses are familiar with Owens and know they offer a variety of training classes.**

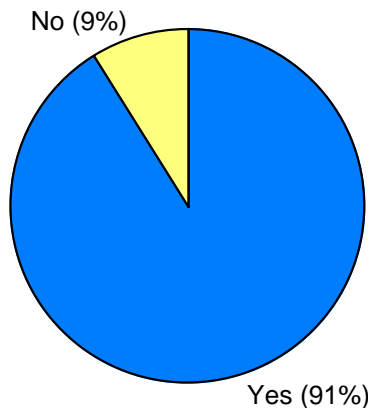
Overall, 59% said they are very familiar with Owens Community College and another 32% said they are somewhat familiar with the college. Only 5% were not very familiar with Owens.

#### Q6 FAMILIARITY WITH OWENS COMMUNITY COLLEGE



In addition, 91% said they were aware that Owens provides academic credit, continuing education and employee training classes. Just 9% were not.

#### Q7 AWARE OWENS COMMUNITY COLLEGE PROVIDES ACADEMIC CREDIT, CONTINUING EDUCATION AND EMPLOYEE TRAINING CLASSES

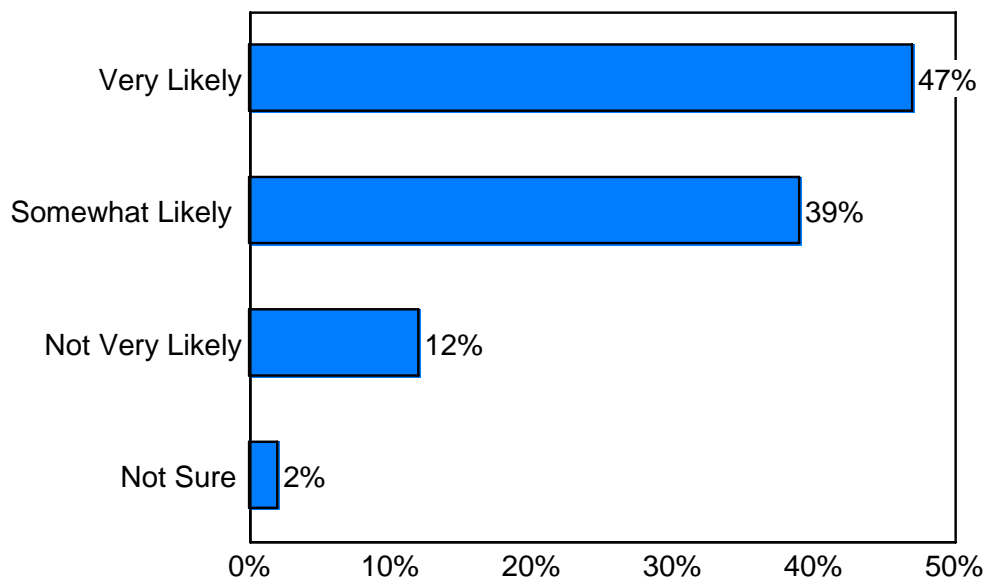


Interestingly, companies with more than 250 employees were not as familiar with Owens (43% very familiar) and they were also slightly less likely to say they knew Owens offered academic credit, continuing education and employee training classes (83%). Also, just 76% of government agencies and 69% of trucking, distribution and communications companies were aware that Owens offered these kinds of classes and training.

## Many companies would refer employees to Owens.

Nearly half of all companies (47%) said they would be very likely to refer employees who need academic credit or continuing education classes to Owens. Another 39% would be somewhat likely to refer employees to Owens. Just 12% said they would not be very likely to refer their employees to Owens. Thus, businesses seem to have a positive opinion of Owens and the quality of education provided.

### Q11 LIKELIHOOD OF REFERRING EMPLOYEES WHO NEED ACADEMIC CREDIT OR CONTINUING EDUCATION CLASSES TO OWENS COMMUNITY COLLEGE IF OFFERED

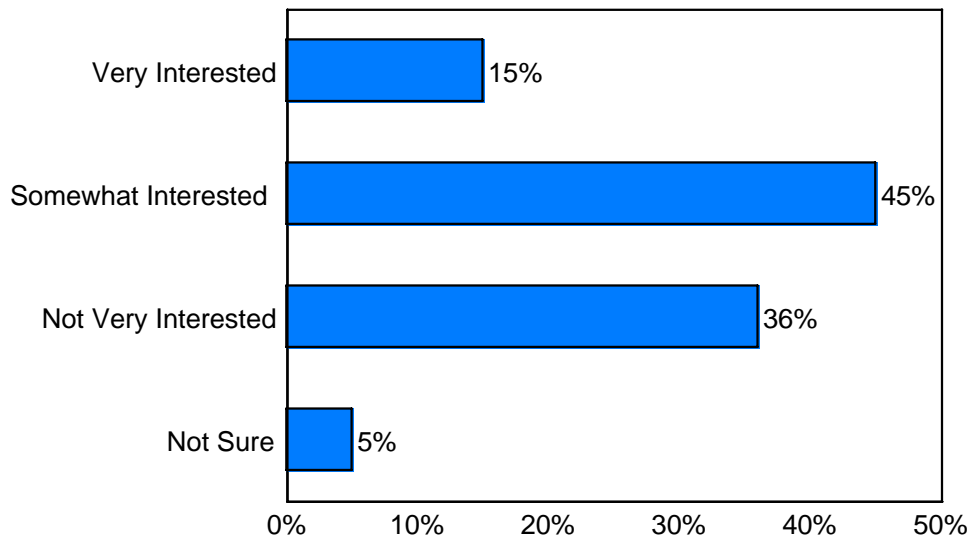


Importantly, companies with more than 250 employees (37% very likely), government agencies (35%) and trucking, distribution companies (23%) were less apt to refer their employees to Owens. Thus, Owens should try to raise their awareness among the larger companies and government organizations. In addition, 22% of companies with less than 50 employees would not be very likely to refer employees to Owens, but this is probably because their employees are less apt to require continuing education.

## **A sixth of all companies would be very interested in working with Owens to offer training or continuing education classes.**

Overall, 15% of the businesses interviewed said they would be very interested in working with Owens to offer specific courses or training to their employees. Another 45% were somewhat interested in working with Owens. Thus, there seems to be some market for Owens developing programs to meet local businesses' training or continuing education needs since three-out-of-five companies indicated some interest.

### **Q12 INTEREST IN WORKING WITH OWENS TO OFFER SPECIFIC COURSES OR TRAINING TO EMPLOYEES**



The remaining 36% of companies were not very interested in working with Owens to offer specific courses or kinds of training and they were more likely to be trucking, distribution companies (62%) and companies with less than 50 employees (61%).

Importantly, 18% of companies who require continuing education said they would be very interested in working with Owens while 47% were somewhat interested. Other groups more likely to be very interested in working with Owens were:

- Companies in Hancock County (36%)
- Companies in Wood County (18%)
- Manufacturers (22%)
- Government agencies (18%)
- Health care/schools (17%) and
- Personal service businesses (16%).



**Those interested preferred having an instructor and workshop or seminar settings at their location.**

Companies very or somewhat interested in working with Owens to offer classes were asked several follow-up questions and first we see that about two-fifths either preferred a workshop or class taught by an instructor (44%) or a combination of online and class meetings (42%). Only 7% preferred having online classes only with no class meetings. Clearly, businesses want their employees to have some interaction with an instructor.

| <b>Q13 PREFERRED SETTING FOR OFFERING CLASSES<br/>IF WORK WITH OWENS</b> |  |
|--|--|
|  | <b>Of Those Interested<br/>N=106<br/>%</b> |
| Workshop or classroom taught by an instructor                            | 44   |
| Combination of online and class meetings                                 | 42   |
| Online class, no formal instruction                                      | 7  |
| Other  | 1  |
| Not Sure   | 6  |

Interested companies also overwhelmingly preferred a one or two day workshop or seminar (74%). In contrast, only 11% said a 4 to 6 week class would better fit their needs and just 1% said a 10 to 12 week class would be best.

| <b>Q14 LENGTH OF CLASS THAT WOULD<br/>BEST FIT THEIR NEEDS</b> |  |
|--|--|
|  | <b>Of Those Interested<br/>N=106<br/>%</b> |
| 1 or 2 day workshop or seminar                                 | 74   |
| 4 to 6 week class  | 11   |
| 10 to 12 week class  | 1  |
| Other  | 1  |
| Not Sure   | 13   |

**Many of them also preferred having the classes offered at their company.**

Over half of the companies very or somewhat interested in working with Owens said it would be better to offer classes on-site at their location (55%). A fourth of them (24%) said one of the College's campus locations would be better while 10% preferred an off-site location closer to their workplace.

| <b>Q15 PREFERRED LOCATION FOR CLASSES</b> |                            |
|---|----------------------------|
|   | <b>Of Those Interested</b> |
|   | <b>N=106</b>               |
|   | <b>%</b>                   |
| On site at company's location             | 55                         |
| Owens campus                              | 24                         |
| Off-site closer to company                | 10                         |
| Not Sure                                  | 11                         |

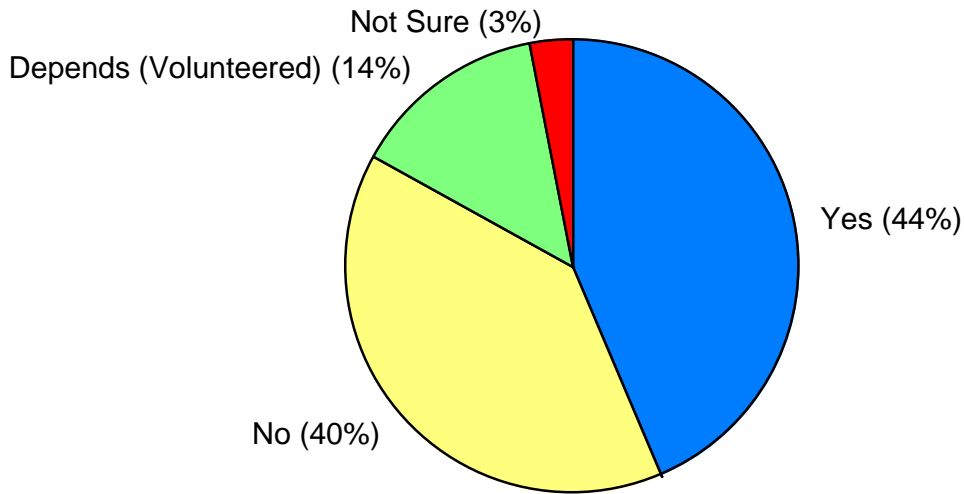
Of the companies who said it would be better to offer classes at one of Owens' locations, over half preferred the Perrysburg campus (n=13), while about a fourth preferred the Findlay campus (n=7) and a fifth chose the Community Service Building in Northwood (n=5).

Of the companies who preferred an off-site location closer to their company, 3 each said northwest or southwest Lucas County would be more convenient for their employees while 2 people said a downtown Toledo location would be best. The remaining 3 respondents weren't sure.

**Two-fifths would send their employees to a branch library if Owens offered classes there.**

All respondents were asked if they would send their employees to a Lucas County branch library if Owens could offer classes there and 44% said they would. But nearly as many (40%) said they would not while 14% voluntarily said it depends. Just 3% weren't sure.

**Q18 WOULD YOU SEND EMPLOYEES TO A BRANCH LIBRARY FOR CLASSES IF OWENS OFFERED THEM IN THE LUCAS COUNTY BRANCH LIBRARIES**



Over half of Lucas County companies would send employees to a branch library for classes (54%) and even 40% of companies in Wood County were willing to sending employees to branch libraries in Lucas County for classes. However, none of the companies in Hancock County would recommend this option to their employees.

Also, those very interested in working with Owens tended to say they would not be very likely to send employees to a branch library for classes (40/48, would/would not). But over half of those somewhat interested in working with Owens said they would send their employees to a library for classes (57%).

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# APPENDIX

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# Detailed Tables

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DEMOGRAPHIC PROFILE

|                                  | CASES | PERCENT |
|----------------------------------|-------|---------|
| ALL RESPONDENTS                  | 177   | 100.0%  |
| BY COUNTY                        |       |         |
| HANCOCK COUNTY                   | 25    | 14.1%   |
| LUCAS COUNTY                     | 112   | 63.3%   |
| WOOD COUNTY                      | 40    | 22.6%   |
| BY TYPE OF COMPANY               |       |         |
| AGRICULTURE                      | 3     | 1.7%    |
| CONSTRUCTION/CONTRACTORS         | 7     | 4.0%    |
| MANUFACTURING                    | 41    | 23.2%   |
| TRUCKING/DISTRIBUTORS            | 13    | 7.3%    |
| SALES                            | 24    | 13.6%   |
| PERSONAL SERVICE                 | 19    | 10.7%   |
| HEALTH CARE/SCHOOLS              | 53    | 29.9%   |
| GOVT AGENCIES                    | 17    | 9.6%    |
| BY NUMBER OF EMPLOYEES           |       |         |
| LESS THAN 50                     | 18    | 10.2%   |
| 50 TO 99                         | 55    | 31.1%   |
| 100 TO 250                       | 69    | 39.0%   |
| MORE THAN 250                    | 35    | 19.8%   |
| BY EMPLOYEES REQUIRED CONT ED    |       |         |
| YES                              | 101   | 57.1%   |
| NO                               | 76    | 42.9%   |
| BY INTERESTED IN WORKING W/OWENS |       |         |
| VERY INTERESTED                  | 27    | 15.3%   |
| SOMEWHAT INTERESTED              | 79    | 44.6%   |
| NOT VERY INTERESTED              | 63    | 35.6%   |
| NOT SURE                         | 8     | 4.5%    |
| BY OFFER HELP FOR CLASSES        |       |         |
| YES                              | 123   | 69.5%   |
| NO                               | 54    | 30.5%   |
| BY GENDER                        |       |         |
| MALE                             | 45    | 25.4%   |
| FEMALE                           | 132   | 74.6%   |

Q1 ABOUT HOW MANY PEOPLE DOES YOUR ORGANIZATION EMPLOY  
IN NORTHWEST OHIO OR SOUTHEAST MICHIGAN

|                                  | LESS THAN<br>50 | 50 TO 99 | 100 TO 250 | MORE THAN<br>250 |
|----------------------------------|-----------------|----------|------------|------------------|
| ALL RESPONDENTS                  | 10%             | 31%      | 39%        | 20%              |
| BY COUNTY                        |                 |          |            |                  |
| HANCOCK COUNTY                   | 0%              | 32%      | 32%        | 36%              |
| LUCAS COUNTY                     | 11%             | 31%      | 38%        | 20%              |
| WOOD COUNTY                      | 15%             | 30%      | 45%        | 10%              |
| BY TYPE OF COMPANY               |                 |          |            |                  |
| AGRICULTURE                      | 0%              | 100%     | 0%         | 0%               |
| CONSTRUCTION/CONTRACTORS         | 14%             | 29%      | 14%        | 43%              |
| MANUFACTURING                    | 10%             | 34%      | 44%        | 12%              |
| TRUCKING/DISTRIBUTORS            | 8%              | 23%      | 38%        | 31%              |
| SALES                            | 8%              | 21%      | 38%        | 33%              |
| PERSONAL SERVICE                 | 11%             | 42%      | 42%        | 5%               |
| HEALTH CARE/SCHOOLS              | 11%             | 30%      | 45%        | 13%              |
| GOVT AGENCIES                    | 12%             | 24%      | 24%        | 41%              |
| BY NUMBER OF EMPLOYEES           |                 |          |            |                  |
| LESS THAN 50                     | 100%            | 0%       | 0%         | 0%               |
| 50 TO 99                         | 0%              | 100%     | 0%         | 0%               |
| 100 TO 250                       | 0%              | 0%       | 100%       | 0%               |
| MORE THAN 250                    | 0%              | 0%       | 0%         | 100%             |
| BY EMPLOYEES REQUIRED CONT ED    |                 |          |            |                  |
| YES                              | 9%              | 29%      | 42%        | 21%              |
| NO                               | 12%             | 34%      | 36%        | 18%              |
| BY INTERESTED IN WORKING W/OWENS |                 |          |            |                  |
| VERY INTERESTED                  | 0%              | 48%      | 37%        | 15%              |
| SOMEWHAT INTERESTED              | 8%              | 33%      | 38%        | 22%              |
| NOT VERY INTERESTED              | 17%             | 24%      | 43%        | 16%              |
| NOT SURE                         | 13%             | 13%      | 25%        | 50%              |
| BY OFFER HELP FOR CLASSES        |                 |          |            |                  |
| YES                              | 7%              | 29%      | 41%        | 24%              |
| NO                               | 19%             | 35%      | 35%        | 11%              |
| BY GENDER                        |                 |          |            |                  |
| MALE                             | 16%             | 31%      | 29%        | 24%              |
| FEMALE                           | 8%              | 31%      | 42%        | 18%              |

Q2 IN GENERAL, WHAT PERCENT OF THE POSITIONS AT YOUR LOCATION REQUIRES AN ASSOCIATE'S DEGREE OR CERTIFICATE

|                                  | NONE | LESS THAN A<br>FOURTH | ONE-FOURTH<br>TO ONE-HALF | HALF TO THREE<br>-FOURTHS | MORE THAN<br>THREE-FOURTHS | NOT<br>SURE |
|----------------------------------|------|-----------------------|---------------------------|---------------------------|----------------------------|-------------|
| ALL RESPONDENTS                  | 11%  | 45%                   | 20%                       | 12%                       | 8%                         | 4%          |
| BY COUNTY                        |      |                       |                           |                           |                            |             |
| HANCOCK COUNTY                   | 12%  | 36%                   | 16%                       | 20%                       | 0%                         | 16%         |
| LUCAS COUNTY                     | 12%  | 44%                   | 21%                       | 11%                       | 11%                        | 2%          |
| WOOD COUNTY                      | 8%   | 55%                   | 18%                       | 13%                       | 5%                         | 3%          |
| BY TYPE OF COMPANY               |      |                       |                           |                           |                            |             |
| AGRICULTURE                      | 33%  | 67%                   | 0%                        | 0%                        | 0%                         | 0%          |
| CONSTRUCTION/CONTRACTORS         | 29%  | 43%                   | 0%                        | 14%                       | 14%                        | 0%          |
| MANUFACTURING                    | 7%   | 56%                   | 24%                       | 5%                        | 0%                         | 7%          |
| TRUCKING/DISTRIBUTORS            | 15%  | 38%                   | 23%                       | 15%                       | 0%                         | 8%          |
| SALES                            | 25%  | 38%                   | 25%                       | 4%                        | 8%                         | 0%          |
| PERSONAL SERVICE                 | 11%  | 42%                   | 16%                       | 5%                        | 21%                        | 5%          |
| HEALTH CARE/SCHOOLS              | 4%   | 45%                   | 19%                       | 25%                       | 6%                         | 2%          |
| GOVT AGENCIES                    | 6%   | 35%                   | 18%                       | 12%                       | 24%                        | 6%          |
| BY NUMBER OF EMPLOYEES           |      |                       |                           |                           |                            |             |
| LESS THAN 50                     | 17%  | 50%                   | 22%                       | 0%                        | 11%                        | 0%          |
| 50 TO 99                         | 9%   | 42%                   | 24%                       | 16%                       | 7%                         | 2%          |
| 100 TO 250                       | 10%  | 46%                   | 16%                       | 14%                       | 9%                         | 4%          |
| MORE THAN 250                    | 11%  | 46%                   | 20%                       | 9%                        | 6%                         | 9%          |
| BY EMPLOYEES REQUIRED CONT ED    |      |                       |                           |                           |                            |             |
| YES                              | 7%   | 42%                   | 19%                       | 18%                       | 11%                        | 4%          |
| NO                               | 16%  | 50%                   | 21%                       | 5%                        | 4%                         | 4%          |
| BY INTERESTED IN WORKING W/OWENS |      |                       |                           |                           |                            |             |
| VERY INTERESTED                  | 0%   | 56%                   | 19%                       | 7%                        | 7%                         | 11%         |
| SOMEWHAT INTERESTED              | 9%   | 42%                   | 22%                       | 15%                       | 11%                        | 1%          |
| NOT VERY INTERESTED              | 19%  | 44%                   | 17%                       | 13%                       | 5%                         | 2%          |
| NOT SURE                         | 0%   | 50%                   | 25%                       | 0%                        | 0%                         | 25%         |
| BY OFFER HELP FOR CLASSES        |      |                       |                           |                           |                            |             |
| YES                              | 5%   | 44%                   | 22%                       | 15%                       | 9%                         | 5%          |
| NO                               | 24%  | 48%                   | 15%                       | 6%                        | 6%                         | 2%          |
| BY GENDER                        |      |                       |                           |                           |                            |             |
| MALE                             | 13%  | 53%                   | 18%                       | 9%                        | 4%                         | 2%          |
| FEMALE                           | 10%  | 42%                   | 20%                       | 14%                       | 9%                         | 5%          |



Q3 DOES YOUR COMPANY REQUIRE THAT EMPLOYEES IN CERTAIN  
POSITIONS TAKE CONTINUING EDUCATION CLASSES

|                                  | YES  | NO  | NOT SURE |
|----------------------------------|------|-----|----------|
| ALL RESPONDENTS                  | 57%  | 42% | 1%       |
| BY COUNTY                        |      |     |          |
| HANCOCK COUNTY                   | 52%  | 44% | 4%       |
| LUCAS COUNTY                     | 59%  | 41% | 0%       |
| WOOD COUNTY                      | 55%  | 45% | 0%       |
| BY TYPE OF COMPANY               |      |     |          |
| AGRICULTURE                      | 33%  | 67% | 0%       |
| CONSTRUCTION/CONTRACTORS         | 57%  | 43% | 0%       |
| MANUFACTURING                    | 32%  | 66% | 2%       |
| TRUCKING/DISTRIBUTORS            | 38%  | 62% | 0%       |
| SALES                            | 29%  | 71% | 0%       |
| PERSONAL SERVICE                 | 58%  | 42% | 0%       |
| HEALTH CARE/SCHOOLS              | 85%  | 15% | 0%       |
| GOVT AGENCIES                    | 88%  | 12% | 0%       |
| BY NUMBER OF EMPLOYEES           |      |     |          |
| LESS THAN 50                     | 50%  | 50% | 0%       |
| 50 TO 99                         | 53%  | 45% | 2%       |
| 100 TO 250                       | 61%  | 39% | 0%       |
| MORE THAN 250                    | 60%  | 40% | 0%       |
| BY EMPLOYEES REQUIRED CONT ED    |      |     |          |
| YES                              | 100% | 0%  | 0%       |
| NO                               | 0%   | 99% | 1%       |
| BY INTERESTED IN WORKING W/OWENS |      |     |          |
| VERY INTERESTED                  | 67%  | 30% | 4%       |
| SOMEWHAT INTERESTED              | 59%  | 41% | 0%       |
| NOT VERY INTERESTED              | 51%  | 49% | 0%       |
| NOT SURE                         | 50%  | 50% | 0%       |
| BY OFFER HELP FOR CLASSES        |      |     |          |
| YES                              | 62%  | 37% | 1%       |
| NO                               | 46%  | 54% | 0%       |
| BY GENDER                        |      |     |          |
| MALE                             | 47%  | 51% | 2%       |
| FEMALE                           | 61%  | 39% | 0%       |

Q4 WHAT PERCENT OF POSITIONS WITHIN YOUR COMPANY REQUIRE CONTINUING EDUCATION

|                                  | LESS THAN A<br>FOURTH | ONE-FOURTH<br>TO ONE-HALF | HALF TO THREE<br>-FOURTHS | MORE THAN<br>THREE-FOURTHS | NOT<br>SURE | CONTINUING ED<br>NOT REQUIRED |
|----------------------------------|-----------------------|---------------------------|---------------------------|----------------------------|-------------|-------------------------------|
| ALL RESPONDENTS                  | 16%                   | 14%                       | 16%                       | 10%                        | 1%          | 43%                           |
| BY COUNTY                        |                       |                           |                           |                            |             |                               |
| HANCOCK COUNTY                   | 20%                   | 12%                       | 16%                       | 4%                         | 0%          | 48%                           |
| LUCAS COUNTY                     | 16%                   | 13%                       | 17%                       | 13%                        | 1%          | 41%                           |
| WOOD COUNTY                      | 13%                   | 20%                       | 13%                       | 8%                         | 3%          | 45%                           |
| BY TYPE OF COMPANY               |                       |                           |                           |                            |             |                               |
| AGRICULTURE                      | 0%                    | 0%                        | 33%                       | 0%                         | 0%          | 67%                           |
| CONSTRUCTION/CONTRACTORS         | 14%                   | 0%                        | 14%                       | 29%                        | 0%          | 43%                           |
| MANUFACTURING                    | 17%                   | 10%                       | 2%                        | 2%                         | 0%          | 68%                           |
| TRUCKING/DISTRIBUTORS            | 15%                   | 8%                        | 0%                        | 8%                         | 8%          | 62%                           |
| SALES                            | 13%                   | 4%                        | 13%                       | 0%                         | 0%          | 71%                           |
| PERSONAL SERVICE                 | 5%                    | 11%                       | 32%                       | 11%                        | 0%          | 42%                           |
| HEALTH CARE/SCHOOLS              | 19%                   | 26%                       | 21%                       | 19%                        | 0%          | 15%                           |
| GOVT AGENCIES                    | 24%                   | 18%                       | 29%                       | 12%                        | 6%          | 12%                           |
| BY NUMBER OF EMPLOYEES           |                       |                           |                           |                            |             |                               |
| LESS THAN 50                     | 11%                   | 11%                       | 11%                       | 17%                        | 0%          | 50%                           |
| 50 TO 99                         | 9%                    | 15%                       | 22%                       | 7%                         | 0%          | 47%                           |
| 100 TO 250                       | 19%                   | 16%                       | 14%                       | 12%                        | 0%          | 39%                           |
| MORE THAN 250                    | 23%                   | 11%                       | 11%                       | 9%                         | 6%          | 40%                           |
| BY EMPLOYEES REQUIRED CONT ED    |                       |                           |                           |                            |             |                               |
| YES                              | 28%                   | 25%                       | 28%                       | 18%                        | 2%          | 0%                            |
| NO                               | 0%                    | 0%                        | 0%                        | 0%                         | 0%          | 100%                          |
| BY INTERESTED IN WORKING W/OWENS |                       |                           |                           |                            |             |                               |
| VERY INTERESTED                  | 19%                   | 19%                       | 19%                       | 11%                        | 0%          | 33%                           |
| SOMEWHAT INTERESTED              | 13%                   | 14%                       | 20%                       | 11%                        | 1%          | 41%                           |
| NOT VERY INTERESTED              | 19%                   | 13%                       | 11%                       | 8%                         | 0%          | 49%                           |
| NOT SURE                         | 13%                   | 13%                       | 0%                        | 13%                        | 13%         | 50%                           |
| BY OFFER HELP FOR CLASSES        |                       |                           |                           |                            |             |                               |
| YES                              | 18%                   | 14%                       | 20%                       | 9%                         | 2%          | 38%                           |
| NO                               | 11%                   | 15%                       | 7%                        | 13%                        | 0%          | 54%                           |
| BY GENDER                        |                       |                           |                           |                            |             |                               |
| MALE                             | 16%                   | 7%                        | 13%                       | 11%                        | 0%          | 53%                           |
| FEMALE                           | 16%                   | 17%                       | 17%                       | 10%                        | 2%          | 39%                           |

Q5 HOW DO EMPLOYEES WHO MUST TAKE CONTINUING EDUCATION  
CLASSES FULFILL THIS REQUIREMENT

|                                  | CO. PROVIDED<br>COURSES ON SITE | CHOOSE FROM<br>LIST OF PROVIDERS | EMP. CHOOSES<br>COURSE/WHERE TO GO |
|----------------------------------|---------------------------------|----------------------------------|------------------------------------|
| ALL RESPONDENTS                  | 24%                             | 10%                              | 19%                                |
| BY COUNTY                        |                                 |                                  |                                    |
| HANCOCK COUNTY                   | 16%                             | 24%                              | 12%                                |
| LUCAS COUNTY                     | 25%                             | 7%                               | 21%                                |
| WOOD COUNTY                      | 25%                             | 8%                               | 18%                                |
| BY TYPE OF COMPANY               |                                 |                                  |                                    |
| AGRICULTURE                      | 0%                              | 33%                              | 0%                                 |
| CONSTRUCTION/CONTRACTORS         | 0%                              | 14%                              | 14%                                |
| MANUFACTURING                    | 15%                             | 7%                               | 7%                                 |
| TRUCKING/DISTRIBUTORS            | 15%                             | 0%                               | 15%                                |
| SALES                            | 21%                             | 4%                               | 0%                                 |
| PERSONAL SERVICE                 | 21%                             | 16%                              | 16%                                |
| HEALTH CARE/SCHOOLS              | 40%                             | 9%                               | 36%                                |
| GOVT AGENCIES                    | 24%                             | 18%                              | 35%                                |
| BY NUMBER OF EMPLOYEES           |                                 |                                  |                                    |
| LESS THAN 50                     | 6%                              | 11%                              | 33%                                |
| 50 TO 99                         | 24%                             | 7%                               | 16%                                |
| 100 TO 250                       | 30%                             | 7%                               | 19%                                |
| MORE THAN 250                    | 20%                             | 17%                              | 17%                                |
| BY EMPLOYEES REQUIRED CONT ED    |                                 |                                  |                                    |
| YES                              | 42%                             | 17%                              | 34%                                |
| NO                               | 0%                              | 0%                               | 0%                                 |
| BY INTERESTED IN WORKING W/OWENS |                                 |                                  |                                    |
| VERY INTERESTED                  | 26%                             | 7%                               | 26%                                |
| SOMEWHAT INTERESTED              | 25%                             | 11%                              | 19%                                |
| NOT VERY INTERESTED              | 21%                             | 8%                               | 17%                                |
| NOT SURE                         | 25%                             | 13%                              | 13%                                |
| BY OFFER HELP FOR CLASSES        |                                 |                                  |                                    |
| YES                              | 27%                             | 10%                              | 20%                                |
| NO                               | 17%                             | 9%                               | 17%                                |
| BY GENDER                        |                                 |                                  |                                    |
| MALE                             | 16%                             | 7%                               | 16%                                |
| FEMALE                           | 27%                             | 11%                              | 20%                                |

Q5 HOW DO EMPLOYEES WHO MUST TAKE CONTINUING EDUCATION  
CLASSES FULFILL THIS REQUIREMENT

|                                  | OTHER | NOT SURE | CONTINUING ED NOT REQUIRED |
|----------------------------------|-------|----------|----------------------------|
| ALL RESPONDENTS                  | 2%    | 2%       | 43%                        |
| BY COUNTY                        |       |          |                            |
| HANCOCK COUNTY                   | 0%    | 0%       | 48%                        |
| LUCAS COUNTY                     | 2%    | 4%       | 41%                        |
| WOOD COUNTY                      | 5%    | 0%       | 45%                        |
| BY TYPE OF COMPANY               |       |          |                            |
| AGRICULTURE                      | 0%    | 0%       | 67%                        |
| CONSTRUCTION/CONTRACTORS         | 29%   | 0%       | 43%                        |
| MANUFACTURING                    | 0%    | 2%       | 68%                        |
| TRUCKING/DISTRIBUTORS            | 0%    | 8%       | 62%                        |
| SALES                            | 0%    | 4%       | 71%                        |
| PERSONAL SERVICE                 | 0%    | 5%       | 42%                        |
| HEALTH CARE/SCHOOLS              | 0%    | 0%       | 15%                        |
| GOVT AGENCIES                    | 12%   | 0%       | 12%                        |
| BY NUMBER OF EMPLOYEES           |       |          |                            |
| LESS THAN 50                     | 0%    | 0%       | 50%                        |
| 50 TO 99                         | 5%    | 0%       | 47%                        |
| 100 TO 250                       | 0%    | 4%       | 39%                        |
| MORE THAN 250                    | 3%    | 3%       | 40%                        |
| BY EMPLOYEES REQUIRED CONT ED    |       |          |                            |
| YES                              | 4%    | 4%       | 0%                         |
| NO                               | 0%    | 0%       | 100%                       |
| BY INTERESTED IN WORKING W/OWENS |       |          |                            |
| VERY INTERESTED                  | 7%    | 0%       | 33%                        |
| SOMEWHAT INTERESTED              | 3%    | 1%       | 41%                        |
| NOT VERY INTERESTED              | 0%    | 5%       | 49%                        |
| NOT SURE                         | 0%    | 0%       | 50%                        |
| BY OFFER HELP FOR CLASSES        |       |          |                            |
| YES                              | 2%    | 3%       | 38%                        |
| NO                               | 4%    | 0%       | 54%                        |
| BY GENDER                        |       |          |                            |
| MALE                             | 9%    | 0%       | 53%                        |
| FEMALE                           | 0%    | 3%       | 39%                        |

Q5 HOW DO EMPLOYEES WHO MUST TAKE CONTINUING EDUCATION CLASSES FULFILL THIS REQUIREMENT

|                                  | CO. PROVIDED<br>COURSES ON SITE | CHOOSE FROM<br>LIST OF PROVIDERS | EMP. CHOOSES<br>COURSE/WHERE TO GO | OTHER | NOT<br>SURE |
|----------------------------------|---------------------------------|----------------------------------|------------------------------------|-------|-------------|
| OF THOSE                         | 42%                             | 17%                              | 34%                                | 4%    | 4%          |
| BY COUNTY                        |                                 |                                  |                                    |       |             |
| HANCOCK COUNTY                   | 31%                             | 46%                              | 23%                                | 0%    | 0%          |
| LUCAS COUNTY                     | 42%                             | 12%                              | 36%                                | 3%    | 6%          |
| WOOD COUNTY                      | 45%                             | 14%                              | 32%                                | 9%    | 0%          |
| BY TYPE OF COMPANY               |                                 |                                  |                                    |       |             |
| AGRICULTURE                      | 0%                              | 100%                             | 0%                                 | 0%    | 0%          |
| CONSTRUCTION/CONTRACTORS         | 0%                              | 25%                              | 25%                                | 50%   | 0%          |
| MANUFACTURING                    | 46%                             | 23%                              | 23%                                | 0%    | 8%          |
| TRUCKING/DISTRIBUTORS            | 40%                             | 0%                               | 40%                                | 0%    | 20%         |
| SALES                            | 71%                             | 14%                              | 0%                                 | 0%    | 14%         |
| PERSONAL SERVICE                 | 36%                             | 27%                              | 27%                                | 0%    | 9%          |
| HEALTH CARE/SCHOOLS              | 47%                             | 11%                              | 42%                                | 0%    | 0%          |
| GOVT AGENCIES                    | 27%                             | 20%                              | 40%                                | 13%   | 0%          |
| BY NUMBER OF EMPLOYEES           |                                 |                                  |                                    |       |             |
| LESS THAN 50                     | 11%                             | 22%                              | 67%                                | 0%    | 0%          |
| 50 TO 99                         | 45%                             | 14%                              | 31%                                | 10%   | 0%          |
| 100 TO 250                       | 50%                             | 12%                              | 31%                                | 0%    | 7%          |
| MORE THAN 250                    | 33%                             | 29%                              | 29%                                | 5%    | 5%          |
| BY EMPLOYEES REQUIRED CONT ED    |                                 |                                  |                                    |       |             |
| YES                              | 42%                             | 17%                              | 34%                                | 4%    | 4%          |
| BY INTERESTED IN WORKING W/OWENS |                                 |                                  |                                    |       |             |
| VERY INTERESTED                  | 39%                             | 11%                              | 39%                                | 11%   | 0%          |
| SOMEWHAT INTERESTED              | 43%                             | 19%                              | 32%                                | 4%    | 2%          |
| NOT VERY INTERESTED              | 41%                             | 16%                              | 34%                                | 0%    | 9%          |
| NOT SURE                         | 50%                             | 25%                              | 25%                                | 0%    | 0%          |
| BY OFFER HELP FOR CLASSES        |                                 |                                  |                                    |       |             |
| YES                              | 43%                             | 16%                              | 33%                                | 3%    | 5%          |
| NO                               | 36%                             | 20%                              | 36%                                | 8%    | 0%          |
| BY GENDER                        |                                 |                                  |                                    |       |             |
| MALE                             | 33%                             | 14%                              | 33%                                | 19%   | 0%          |
| FEMALE                           | 44%                             | 18%                              | 34%                                | 0%    | 5%          |

Q6 HOW FAMILIAR ARE YOU WITH OWENS COMMUNITY COLLEGE

|                                  | VERY FAMILIAR | SOMEWHAT FAMILIAR | NOT VERY FAMILIAR | NOT FAMILIAR AT ALL |
|----------------------------------|---------------|-------------------|-------------------|---------------------|
| ALL RESPONDENTS                  | 59%           | 32%               | 5%                | 3%                  |
| BY COUNTY                        |               |                   |                   |                     |
| HANCOCK COUNTY                   | 56%           | 40%               | 4%                | 0%                  |
| LUCAS COUNTY                     | 59%           | 30%               | 6%                | 4%                  |
| WOOD COUNTY                      | 63%           | 33%               | 3%                | 3%                  |
| BY TYPE OF COMPANY               |               |                   |                   |                     |
| AGRICULTURE                      | 67%           | 33%               | 0%                | 0%                  |
| CONSTRUCTION/CONTRACTORS         | 29%           | 57%               | 0%                | 14%                 |
| MANUFACTURING                    | 63%           | 32%               | 5%                | 0%                  |
| TRUCKING/DISTRIBUTORS            | 62%           | 23%               | 8%                | 8%                  |
| SALES                            | 50%           | 42%               | 4%                | 4%                  |
| PERSONAL SERVICE                 | 58%           | 26%               | 0%                | 16%                 |
| HEALTH CARE/SCHOOLS              | 66%           | 30%               | 4%                | 0%                  |
| GOVT AGENCIES                    | 53%           | 29%               | 18%               | 0%                  |
| BY NUMBER OF EMPLOYEES           |               |                   |                   |                     |
| LESS THAN 50                     | 78%           | 17%               | 6%                | 0%                  |
| 50 TO 99                         | 67%           | 25%               | 4%                | 4%                  |
| 100 TO 250                       | 57%           | 38%               | 3%                | 3%                  |
| MORE THAN 250                    | 43%           | 40%               | 11%               | 6%                  |
| BY EMPLOYEES REQUIRED CONT ED    |               |                   |                   |                     |
| YES                              | 57%           | 35%               | 6%                | 2%                  |
| NO                               | 62%           | 29%               | 4%                | 5%                  |
| BY INTERESTED IN WORKING W/OWENS |               |                   |                   |                     |
| VERY INTERESTED                  | 74%           | 19%               | 4%                | 4%                  |
| SOMEWHAT INTERESTED              | 61%           | 33%               | 4%                | 3%                  |
| NOT VERY INTERESTED              | 52%           | 37%               | 8%                | 3%                  |
| NOT SURE                         | 50%           | 38%               | 0%                | 13%                 |
| BY OFFER HELP FOR CLASSES        |               |                   |                   |                     |
| YES                              | 62%           | 33%               | 4%                | 2%                  |
| NO                               | 54%           | 31%               | 7%                | 7%                  |
| BY GENDER                        |               |                   |                   |                     |
| MALE                             | 51%           | 40%               | 2%                | 7%                  |
| FEMALE                           | 62%           | 30%               | 6%                | 2%                  |

Q7 WERE YOU AWARE THAT OWENS COMMUNITY COLLEGE PROVIDES ACADEMIC CREDIT, CONTINUING EDUCATION, AND EMPLOYEE TRAINING CLASSES

|                                  | YES  | NO  |
|----------------------------------|------|-----|
| ALL RESPONDENTS                  | 91%  | 9%  |
| BY COUNTY                        |      |     |
| HANCOCK COUNTY                   | 96%  | 4%  |
| LUCAS COUNTY                     | 90%  | 10% |
| WOOD COUNTY                      | 90%  | 10% |
| BY TYPE OF COMPANY               |      |     |
| AGRICULTURE                      | 100% | 0%  |
| CONSTRUCTION/CONTRACTORS         | 100% | 0%  |
| MANUFACTURING                    | 95%  | 5%  |
| TRUCKING/DISTRIBUTORS            | 69%  | 31% |
| SALES                            | 88%  | 13% |
| PERSONAL SERVICE                 | 100% | 0%  |
| HEALTH CARE/SCHOOLS              | 94%  | 6%  |
| GOVT AGENCIES                    | 76%  | 24% |
| BY NUMBER OF EMPLOYEES           |      |     |
| LESS THAN 50                     | 83%  | 17% |
| 50 TO 99                         | 98%  | 2%  |
| 100 TO 250                       | 91%  | 9%  |
| MORE THAN 250                    | 83%  | 17% |
| BY EMPLOYEES REQUIRED CONT ED    |      |     |
| YES                              | 89%  | 11% |
| NO                               | 93%  | 7%  |
| BY INTERESTED IN WORKING W/OWENS |      |     |
| VERY INTERESTED                  | 100% | 0%  |
| SOMEWHAT INTERESTED              | 91%  | 9%  |
| NOT VERY INTERESTED              | 90%  | 10% |
| NOT SURE                         | 63%  | 38% |
| BY OFFER HELP FOR CLASSES        |      |     |
| YES                              | 92%  | 8%  |
| NO                               | 89%  | 11% |
| BY GENDER                        |      |     |
| MALE                             | 84%  | 16% |
| FEMALE                           | 93%  | 7%  |

Q8A HOW HELPFUL WOULD INTRODUCTION TO COMPUTERS BE FOR YOUR EMPLOYEES

|                                  | VERY HELPFUL | SOMEWHAT HELPFUL | NOT VERY HELPFUL |
|----------------------------------|--------------|------------------|------------------|
| ALL RESPONDENTS                  | 19%          | 39%              | 42%              |
| BY COUNTY                        |              |                  |                  |
| HANCOCK COUNTY                   | 20%          | 32%              | 48%              |
| LUCAS COUNTY                     | 15%          | 40%              | 45%              |
| WOOD COUNTY                      | 28%          | 40%              | 33%              |
| BY TYPE OF COMPANY               |              |                  |                  |
| AGRICULTURE                      | 0%           | 67%              | 33%              |
| CONSTRUCTION/CONTRACTORS         | 29%          | 29%              | 43%              |
| MANUFACTURING                    | 15%          | 44%              | 41%              |
| TRUCKING/DISTRIBUTORS            | 15%          | 38%              | 46%              |
| SALES                            | 38%          | 42%              | 21%              |
| PERSONAL SERVICE                 | 26%          | 37%              | 37%              |
| HEALTH CARE/SCHOOLS              | 8%           | 42%              | 51%              |
| GOVT AGENCIES                    | 29%          | 18%              | 53%              |
| BY NUMBER OF EMPLOYEES           |              |                  |                  |
| LESS THAN 50                     | 28%          | 50%              | 22%              |
| 50 TO 99                         | 11%          | 38%              | 51%              |
| 100 TO 250                       | 20%          | 41%              | 39%              |
| MORE THAN 250                    | 23%          | 31%              | 46%              |
| BY EMPLOYEES REQUIRED CONT ED    |              |                  |                  |
| YES                              | 19%          | 36%              | 46%              |
| NO                               | 18%          | 43%              | 38%              |
| BY INTERESTED IN WORKING W/OWENS |              |                  |                  |
| VERY INTERESTED                  | 22%          | 33%              | 44%              |
| SOMEWHAT INTERESTED              | 20%          | 43%              | 37%              |
| NOT VERY INTERESTED              | 13%          | 33%              | 54%              |
| NOT SURE                         | 38%          | 63%              | 0%               |
| BY OFFER HELP FOR CLASSES        |              |                  |                  |
| YES                              | 18%          | 39%              | 43%              |
| NO                               | 20%          | 39%              | 41%              |
| BY GENDER                        |              |                  |                  |
| MALE                             | 16%          | 44%              | 40%              |
| FEMALE                           | 20%          | 37%              | 43%              |



Q8B HOW HELPFUL WOULD CLASSES IN SOFTWARE PROGRAMS SUCH AS MICROSOFT  
OFFICE OR ADOBE BE FOR YOUR EMPLOYEES

|                                  | VERY<br>HELPFUL | SOMEWHAT<br>HELPFUL | NOT VERY<br>HELPFUL |
|----------------------------------|-----------------|---------------------|---------------------|
| ALL RESPONDENTS                  | 16%             | 47%                 | 36%                 |
| BY COUNTY                        |                 |                     |                     |
| HANCOCK COUNTY                   | 16%             | 48%                 | 36%                 |
| LUCAS COUNTY                     | 17%             | 46%                 | 37%                 |
| WOOD COUNTY                      | 15%             | 50%                 | 35%                 |
| BY TYPE OF COMPANY               |                 |                     |                     |
| AGRICULTURE                      | 0%              | 67%                 | 33%                 |
| CONSTRUCTION/CONTRACTORS         | 14%             | 29%                 | 57%                 |
| MANUFACTURING                    | 10%             | 59%                 | 32%                 |
| TRUCKING/DISTRIBUTORS            | 0%              | 38%                 | 62%                 |
| SALES                            | 25%             | 58%                 | 17%                 |
| PERSONAL SERVICE                 | 42%             | 32%                 | 26%                 |
| HEALTH CARE/SCHOOLS              | 8%              | 47%                 | 45%                 |
| GOVT AGENCIES                    | 35%             | 35%                 | 29%                 |
| BY NUMBER OF EMPLOYEES           |                 |                     |                     |
| LESS THAN 50                     | 22%             | 61%                 | 17%                 |
| 50 TO 99                         | 13%             | 44%                 | 44%                 |
| 100 TO 250                       | 16%             | 49%                 | 35%                 |
| MORE THAN 250                    | 20%             | 43%                 | 37%                 |
| BY EMPLOYEES REQUIRED CONT ED    |                 |                     |                     |
| YES                              | 16%             | 45%                 | 40%                 |
| NO                               | 17%             | 51%                 | 32%                 |
| BY INTERESTED IN WORKING W/OWENS |                 |                     |                     |
| VERY INTERESTED                  | 11%             | 33%                 | 56%                 |
| SOMEWHAT INTERESTED              | 19%             | 53%                 | 28%                 |
| NOT VERY INTERESTED              | 14%             | 43%                 | 43%                 |
| NOT SURE                         | 25%             | 75%                 | 0%                  |
| BY OFFER HELP FOR CLASSES        |                 |                     |                     |
| YES                              | 15%             | 50%                 | 36%                 |
| NO                               | 20%             | 43%                 | 37%                 |
| BY GENDER                        |                 |                     |                     |
| MALE                             | 9%              | 49%                 | 42%                 |
| FEMALE                           | 19%             | 47%                 | 34%                 |

Q8C HOW HELPFUL WOULD GRAPHICS AND WEB DESIGN BE FOR YOUR EMPLOYEES

|                                  | VERY HELPFUL | SOMEWHAT HELPFUL | NOT VERY HELPFUL | DON'T KNOW |
|----------------------------------|--------------|------------------|------------------|------------|
| ALL RESPONDENTS                  | 5%           | 20%              | 75%              | 1%         |
| BY COUNTY                        |              |                  |                  |            |
| HANCOCK COUNTY                   | 8%           | 28%              | 64%              | 0%         |
| LUCAS COUNTY                     | 4%           | 20%              | 75%              | 1%         |
| WOOD COUNTY                      | 3%           | 15%              | 83%              | 0%         |
| BY TYPE OF COMPANY               |              |                  |                  |            |
| AGRICULTURE                      | 0%           | 0%               | 100%             | 0%         |
| CONSTRUCTION/CONTRACTORS         | 0%           | 14%              | 86%              | 0%         |
| MANUFACTURING                    | 2%           | 29%              | 68%              | 0%         |
| TRUCKING/DISTRIBUTORS            | 0%           | 15%              | 85%              | 0%         |
| SALES                            | 13%          | 17%              | 71%              | 0%         |
| PERSONAL SERVICE                 | 5%           | 26%              | 68%              | 0%         |
| HEALTH CARE/SCHOOLS              | 6%           | 9%               | 83%              | 2%         |
| GOVT AGENCIES                    | 0%           | 35%              | 65%              | 0%         |
| BY NUMBER OF EMPLOYEES           |              |                  |                  |            |
| LESS THAN 50                     | 6%           | 17%              | 78%              | 0%         |
| 50 TO 99                         | 5%           | 18%              | 76%              | 0%         |
| 100 TO 250                       | 3%           | 23%              | 74%              | 0%         |
| MORE THAN 250                    | 6%           | 17%              | 74%              | 3%         |
| BY EMPLOYEES REQUIRED CONT ED    |              |                  |                  |            |
| YES                              | 4%           | 23%              | 73%              | 0%         |
| NO                               | 5%           | 16%              | 78%              | 1%         |
| BY INTERESTED IN WORKING W/OWENS |              |                  |                  |            |
| VERY INTERESTED                  | 4%           | 15%              | 81%              | 0%         |
| SOMEWHAT INTERESTED              | 4%           | 23%              | 72%              | 1%         |
| NOT VERY INTERESTED              | 6%           | 14%              | 79%              | 0%         |
| NOT SURE                         | 0%           | 50%              | 50%              | 0%         |
| BY OFFER HELP FOR CLASSES        |              |                  |                  |            |
| YES                              | 5%           | 22%              | 72%              | 1%         |
| NO                               | 4%           | 15%              | 81%              | 0%         |
| BY GENDER                        |              |                  |                  |            |
| MALE                             | 4%           | 13%              | 82%              | 0%         |
| FEMALE                           | 5%           | 22%              | 73%              | 1%         |

Q8D HOW HELPFUL WOULD FOREIGN LANGUAGE BE FOR YOUR EMPLOYEES

|                                  | VERY<br>HELPFUL | SOMEWHAT<br>HELPFUL | NOT VERY<br>HELPFUL | DON'T<br>KNOW |
|----------------------------------|-----------------|---------------------|---------------------|---------------|
| ALL RESPONDENTS                  | 4%              | 12%                 | 83%                 | 1%            |
| BY COUNTY                        |                 |                     |                     |               |
| HANCOCK COUNTY                   | 4%              | 20%                 | 72%                 | 4%            |
| LUCAS COUNTY                     | 4%              | 10%                 | 87%                 | 0%            |
| WOOD COUNTY                      | 5%              | 15%                 | 80%                 | 0%            |
| BY TYPE OF COMPANY               |                 |                     |                     |               |
| AGRICULTURE                      | 0%              | 0%                  | 100%                | 0%            |
| CONSTRUCTION/CONTRACTORS         | 0%              | 0%                  | 100%                | 0%            |
| MANUFACTURING                    | 7%              | 17%                 | 76%                 | 0%            |
| TRUCKING/DISTRIBUTORS            | 0%              | 8%                  | 92%                 | 0%            |
| SALES                            | 8%              | 17%                 | 75%                 | 0%            |
| PERSONAL SERVICE                 | 0%              | 11%                 | 89%                 | 0%            |
| HEALTH CARE/SCHOOLS              | 4%              | 13%                 | 81%                 | 2%            |
| GOVT AGENCIES                    | 0%              | 6%                  | 94%                 | 0%            |
| BY NUMBER OF EMPLOYEES           |                 |                     |                     |               |
| LESS THAN 50                     | 0%              | 0%                  | 100%                | 0%            |
| 50 TO 99                         | 0%              | 13%                 | 87%                 | 0%            |
| 100 TO 250                       | 6%              | 16%                 | 77%                 | 1%            |
| MORE THAN 250                    | 9%              | 11%                 | 80%                 | 0%            |
| BY EMPLOYEES REQUIRED CONT ED    |                 |                     |                     |               |
| YES                              | 4%              | 15%                 | 81%                 | 0%            |
| NO                               | 4%              | 9%                  | 86%                 | 1%            |
| BY INTERESTED IN WORKING W/OWENS |                 |                     |                     |               |
| VERY INTERESTED                  | 0%              | 7%                  | 89%                 | 4%            |
| SOMEWHAT INTERESTED              | 6%              | 15%                 | 78%                 | 0%            |
| NOT VERY INTERESTED              | 3%              | 11%                 | 86%                 | 0%            |
| NOT SURE                         | 0%              | 13%                 | 88%                 | 0%            |
| BY OFFER HELP FOR CLASSES        |                 |                     |                     |               |
| YES                              | 5%              | 13%                 | 81%                 | 1%            |
| NO                               | 2%              | 11%                 | 87%                 | 0%            |
| BY GENDER                        |                 |                     |                     |               |
| MALE                             | 2%              | 7%                  | 91%                 | 0%            |
| FEMALE                           | 5%              | 14%                 | 80%                 | 1%            |

Q8E HOW HELPFUL WOULD TECHNICAL WRITING OR COMPOSITION BE FOR YOUR EMPLOYEES

|                                  | VERY<br>HELPFUL | SOMEWHAT<br>HELPFUL | NOT VERY<br>HELPFUL | DON'T<br>KNOW |
|----------------------------------|-----------------|---------------------|---------------------|---------------|
| ALL RESPONDENTS                  | 6%              | 33%                 | 60%                 | 1%            |
| BY COUNTY                        |                 |                     |                     |               |
| HANCOCK COUNTY                   | 12%             | 28%                 | 56%                 | 4%            |
| LUCAS COUNTY                     | 5%              | 38%                 | 57%                 | 0%            |
| WOOD COUNTY                      | 5%              | 23%                 | 73%                 | 0%            |
| BY TYPE OF COMPANY               |                 |                     |                     |               |
| AGRICULTURE                      | 0%              | 0%                  | 100%                | 0%            |
| CONSTRUCTION/CONTRACTORS         | 14%             | 29%                 | 57%                 | 0%            |
| MANUFACTURING                    | 10%             | 39%                 | 51%                 | 0%            |
| TRUCKING/DISTRIBUTORS            | 8%              | 31%                 | 62%                 | 0%            |
| SALES                            | 8%              | 46%                 | 46%                 | 0%            |
| PERSONAL SERVICE                 | 0%              | 26%                 | 74%                 | 0%            |
| HEALTH CARE/SCHOOLS              | 4%              | 23%                 | 72%                 | 2%            |
| GOVT AGENCIES                    | 6%              | 47%                 | 47%                 | 0%            |
| BY NUMBER OF EMPLOYEES           |                 |                     |                     |               |
| LESS THAN 50                     | 0%              | 28%                 | 72%                 | 0%            |
| 50 TO 99                         | 5%              | 31%                 | 64%                 | 0%            |
| 100 TO 250                       | 7%              | 36%                 | 55%                 | 1%            |
| MORE THAN 250                    | 9%              | 31%                 | 60%                 | 0%            |
| BY EMPLOYEES REQUIRED CONT ED    |                 |                     |                     |               |
| YES                              | 7%              | 30%                 | 63%                 | 0%            |
| NO                               | 5%              | 37%                 | 57%                 | 1%            |
| BY INTERESTED IN WORKING W/OWENS |                 |                     |                     |               |
| VERY INTERESTED                  | 4%              | 33%                 | 59%                 | 4%            |
| SOMEWHAT INTERESTED              | 10%             | 37%                 | 53%                 | 0%            |
| NOT VERY INTERESTED              | 3%              | 29%                 | 68%                 | 0%            |
| NOT SURE                         | 0%              | 25%                 | 75%                 | 0%            |
| BY OFFER HELP FOR CLASSES        |                 |                     |                     |               |
| YES                              | 8%              | 37%                 | 54%                 | 1%            |
| NO                               | 2%              | 24%                 | 74%                 | 0%            |
| BY GENDER                        |                 |                     |                     |               |
| MALE                             | 7%              | 42%                 | 51%                 | 0%            |
| FEMALE                           | 6%              | 30%                 | 64%                 | 1%            |

Q8F HOW HELPFUL WOULD BUSINESS MATH OR STATISTICS BE FOR YOUR EMPLOYEES

|                                  | VERY HELPFUL | SOMEWHAT HELPFUL | NOT VERY HELPFUL | DON'T KNOW |
|----------------------------------|--------------|------------------|------------------|------------|
| ALL RESPONDENTS                  | 9%           | 30%              | 60%              | 1%         |
| BY COUNTY                        |              |                  |                  |            |
| HANCOCK COUNTY                   | 16%          | 24%              | 60%              | 0%         |
| LUCAS COUNTY                     | 6%           | 30%              | 62%              | 2%         |
| WOOD COUNTY                      | 13%          | 33%              | 55%              | 0%         |
| BY TYPE OF COMPANY               |              |                  |                  |            |
| AGRICULTURE                      | 0%           | 0%               | 100%             | 0%         |
| CONSTRUCTION/CONTRACTORS         | 14%          | 43%              | 43%              | 0%         |
| MANUFACTURING                    | 7%           | 49%              | 44%              | 0%         |
| TRUCKING/DISTRIBUTORS            | 0%           | 23%              | 69%              | 8%         |
| SALES                            | 33%          | 38%              | 29%              | 0%         |
| PERSONAL SERVICE                 | 5%           | 26%              | 68%              | 0%         |
| HEALTH CARE/SCHOOLS              | 4%           | 13%              | 81%              | 2%         |
| GOVT AGENCIES                    | 6%           | 35%              | 59%              | 0%         |
| BY NUMBER OF EMPLOYEES           |              |                  |                  |            |
| LESS THAN 50                     | 22%          | 28%              | 50%              | 0%         |
| 50 TO 99                         | 4%           | 36%              | 60%              | 0%         |
| 100 TO 250                       | 7%           | 28%              | 65%              | 0%         |
| MORE THAN 250                    | 14%          | 26%              | 54%              | 6%         |
| BY EMPLOYEES REQUIRED CONT ED    |              |                  |                  |            |
| YES                              | 7%           | 26%              | 65%              | 2%         |
| NO                               | 12%          | 36%              | 53%              | 0%         |
| BY INTERESTED IN WORKING W/OWENS |              |                  |                  |            |
| VERY INTERESTED                  | 15%          | 41%              | 44%              | 0%         |
| SOMEWHAT INTERESTED              | 9%           | 25%              | 63%              | 3%         |
| NOT VERY INTERESTED              | 6%           | 30%              | 63%              | 0%         |
| NOT SURE                         | 13%          | 38%              | 50%              | 0%         |
| BY OFFER HELP FOR CLASSES        |              |                  |                  |            |
| YES                              | 8%           | 35%              | 55%              | 2%         |
| NO                               | 11%          | 19%              | 70%              | 0%         |
| BY GENDER                        |              |                  |                  |            |
| MALE                             | 11%          | 29%              | 60%              | 0%         |
| FEMALE                           | 8%           | 30%              | 60%              | 2%         |

Q9A HOW HELPFUL WOULD CUSTOMER SERVICE TRAINING BE FOR YOUR EMPLOYEES

|                                  | VERY<br>HELPFUL | SOMEWHAT<br>HELPFUL | NOT VERY<br>HELPFUL |
|----------------------------------|-----------------|---------------------|---------------------|
| ALL RESPONDENTS                  | 32%             | 40%                 | 29%                 |
| BY COUNTY                        |                 |                     |                     |
| HANCOCK COUNTY                   | 32%             | 28%                 | 40%                 |
| LUCAS COUNTY                     | 30%             | 45%                 | 25%                 |
| WOOD COUNTY                      | 35%             | 33%                 | 33%                 |
| BY TYPE OF COMPANY               |                 |                     |                     |
| AGRICULTURE                      | 33%             | 67%                 | 0%                  |
| CONSTRUCTION/CONTRACTORS         | 14%             | 57%                 | 29%                 |
| MANUFACTURING                    | 17%             | 46%                 | 37%                 |
| TRUCKING/DISTRIBUTORS            | 31%             | 46%                 | 23%                 |
| SALES                            | 63%             | 21%                 | 17%                 |
| PERSONAL SERVICE                 | 42%             | 26%                 | 32%                 |
| HEALTH CARE/SCHOOLS              | 28%             | 40%                 | 32%                 |
| GOVT AGENCIES                    | 29%             | 47%                 | 24%                 |
| BY NUMBER OF EMPLOYEES           |                 |                     |                     |
| LESS THAN 50                     | 28%             | 33%                 | 39%                 |
| 50 TO 99                         | 33%             | 38%                 | 29%                 |
| 100 TO 250                       | 32%             | 41%                 | 28%                 |
| MORE THAN 250                    | 31%             | 43%                 | 26%                 |
| BY EMPLOYEES REQUIRED CONT ED    |                 |                     |                     |
| YES                              | 31%             | 41%                 | 29%                 |
| NO                               | 33%             | 38%                 | 29%                 |
| BY INTERESTED IN WORKING W/OWENS |                 |                     |                     |
| VERY INTERESTED                  | 22%             | 41%                 | 37%                 |
| SOMEWHAT INTERESTED              | 35%             | 41%                 | 24%                 |
| NOT VERY INTERESTED              | 30%             | 37%                 | 33%                 |
| NOT SURE                         | 38%             | 50%                 | 13%                 |
| BY OFFER HELP FOR CLASSES        |                 |                     |                     |
| YES                              | 27%             | 45%                 | 28%                 |
| NO                               | 43%             | 28%                 | 30%                 |
| BY GENDER                        |                 |                     |                     |
| MALE                             | 29%             | 47%                 | 24%                 |
| FEMALE                           | 33%             | 37%                 | 30%                 |

Q9B HOW HELPFUL WOULD SALES, MARKETING OR PRESENTATION TRAINING BE  
FOR YOUR EMPLOYEES

|                                  | VERY<br>HELPFUL | SOMEWHAT<br>HELPFUL | NOT VERY<br>HELPFUL | DON'T<br>KNOW |
|----------------------------------|-----------------|---------------------|---------------------|---------------|
| ALL RESPONDENTS                  | 13%             | 41%                 | 46%                 | 1%            |
| BY COUNTY                        |                 |                     |                     |               |
| HANCOCK COUNTY                   | 20%             | 40%                 | 40%                 | 0%            |
| LUCAS COUNTY                     | 13%             | 41%                 | 46%                 | 1%            |
| WOOD COUNTY                      | 10%             | 40%                 | 50%                 | 0%            |
| BY TYPE OF COMPANY               |                 |                     |                     |               |
| AGRICULTURE                      | 0%              | 67%                 | 33%                 | 0%            |
| CONSTRUCTION/CONTRACTORS         | 14%             | 43%                 | 43%                 | 0%            |
| MANUFACTURING                    | 15%             | 44%                 | 41%                 | 0%            |
| TRUCKING/DISTRIBUTORS            | 8%              | 69%                 | 23%                 | 0%            |
| SALES                            | 33%             | 33%                 | 29%                 | 4%            |
| PERSONAL SERVICE                 | 16%             | 53%                 | 32%                 | 0%            |
| HEALTH CARE/SCHOOLS              | 8%              | 38%                 | 55%                 | 0%            |
| GOVT AGENCIES                    | 0%              | 12%                 | 88%                 | 0%            |
| BY NUMBER OF EMPLOYEES           |                 |                     |                     |               |
| LESS THAN 50                     | 17%             | 44%                 | 39%                 | 0%            |
| 50 TO 99                         | 13%             | 45%                 | 42%                 | 0%            |
| 100 TO 250                       | 12%             | 38%                 | 49%                 | 1%            |
| MORE THAN 250                    | 14%             | 37%                 | 49%                 | 0%            |
| BY EMPLOYEES REQUIRED CONT ED    |                 |                     |                     |               |
| YES                              | 9%              | 42%                 | 50%                 | 0%            |
| NO                               | 18%             | 39%                 | 41%                 | 1%            |
| BY INTERESTED IN WORKING W/OWENS |                 |                     |                     |               |
| VERY INTERESTED                  | 11%             | 41%                 | 48%                 | 0%            |
| SOMEWHAT INTERESTED              | 14%             | 43%                 | 43%                 | 0%            |
| NOT VERY INTERESTED              | 11%             | 41%                 | 46%                 | 2%            |
| NOT SURE                         | 25%             | 13%                 | 63%                 | 0%            |
| BY OFFER HELP FOR CLASSES        |                 |                     |                     |               |
| YES                              | 12%             | 42%                 | 45%                 | 1%            |
| NO                               | 15%             | 37%                 | 48%                 | 0%            |
| BY GENDER                        |                 |                     |                     |               |
| MALE                             | 13%             | 31%                 | 56%                 | 0%            |
| FEMALE                           | 13%             | 44%                 | 42%                 | 1%            |

Q9C HOW HELPFUL WOULD TIME MANAGEMENT SKILLS BE FOR YOUR EMPLOYEES

|                                  | VERY<br>HELPFUL | SOMEWHAT<br>HELPFUL | NOT VERY<br>HELPFUL |
|----------------------------------|-----------------|---------------------|---------------------|
| ALL RESPONDENTS                  | 25%             | 49%                 | 27%                 |
| BY COUNTY                        |                 |                     |                     |
| HANCOCK COUNTY                   | 24%             | 48%                 | 28%                 |
| LUCAS COUNTY                     | 23%             | 49%                 | 28%                 |
| WOOD COUNTY                      | 30%             | 48%                 | 23%                 |
| BY TYPE OF COMPANY               |                 |                     |                     |
| AGRICULTURE                      | 0%              | 67%                 | 33%                 |
| CONSTRUCTION/CONTRACTORS         | 14%             | 57%                 | 29%                 |
| MANUFACTURING                    | 20%             | 51%                 | 29%                 |
| TRUCKING/DISTRIBUTORS            | 8%              | 62%                 | 31%                 |
| SALES                            | 38%             | 46%                 | 17%                 |
| PERSONAL SERVICE                 | 32%             | 42%                 | 26%                 |
| HEALTH CARE/SCHOOLS              | 28%             | 43%                 | 28%                 |
| GOVT AGENCIES                    | 24%             | 53%                 | 24%                 |
| BY NUMBER OF EMPLOYEES           |                 |                     |                     |
| LESS THAN 50                     | 17%             | 50%                 | 33%                 |
| 50 TO 99                         | 22%             | 55%                 | 24%                 |
| 100 TO 250                       | 22%             | 51%                 | 28%                 |
| MORE THAN 250                    | 40%             | 34%                 | 26%                 |
| BY EMPLOYEES REQUIRED CONT ED    |                 |                     |                     |
| YES                              | 25%             | 49%                 | 27%                 |
| NO                               | 25%             | 49%                 | 26%                 |
| BY INTERESTED IN WORKING W/OWENS |                 |                     |                     |
| VERY INTERESTED                  | 37%             | 41%                 | 22%                 |
| SOMEWHAT INTERESTED              | 24%             | 61%                 | 15%                 |
| NOT VERY INTERESTED              | 17%             | 40%                 | 43%                 |
| NOT SURE                         | 50%             | 25%                 | 25%                 |
| BY OFFER HELP FOR CLASSES        |                 |                     |                     |
| YES                              | 24%             | 50%                 | 25%                 |
| NO                               | 26%             | 44%                 | 30%                 |
| BY GENDER                        |                 |                     |                     |
| MALE                             | 18%             | 53%                 | 29%                 |
| FEMALE                           | 27%             | 47%                 | 26%                 |



Q9D HOW HELPFUL WOULD NEGOTIATING SKILLS BE FOR YOUR EMPLOYEES

|                                  | VERY<br>HELPFUL | SOMEWHAT<br>HELPFUL | NOT VERY<br>HELPFUL |
|----------------------------------|-----------------|---------------------|---------------------|
| ALL RESPONDENTS                  | 9%              | 41%                 | 50%                 |
| BY COUNTY                        |                 |                     |                     |
| HANCOCK COUNTY                   | 8%              | 40%                 | 52%                 |
| LUCAS COUNTY                     | 11%             | 42%                 | 47%                 |
| WOOD COUNTY                      | 5%              | 40%                 | 55%                 |
| BY TYPE OF COMPANY               |                 |                     |                     |
| AGRICULTURE                      | 0%              | 67%                 | 33%                 |
| CONSTRUCTION/CONTRACTORS         | 14%             | 43%                 | 43%                 |
| MANUFACTURING                    | 5%              | 44%                 | 51%                 |
| TRUCKING/DISTRIBUTORS            | 0%              | 62%                 | 38%                 |
| SALES                            | 21%             | 46%                 | 33%                 |
| PERSONAL SERVICE                 | 16%             | 42%                 | 42%                 |
| HEALTH CARE/SCHOOLS              | 8%              | 28%                 | 64%                 |
| GOVT AGENCIES                    | 6%              | 47%                 | 47%                 |
| BY NUMBER OF EMPLOYEES           |                 |                     |                     |
| LESS THAN 50                     | 6%              | 28%                 | 67%                 |
| 50 TO 99                         | 5%              | 47%                 | 47%                 |
| 100 TO 250                       | 9%              | 42%                 | 49%                 |
| MORE THAN 250                    | 17%             | 37%                 | 46%                 |
| BY EMPLOYEES REQUIRED CONT ED    |                 |                     |                     |
| YES                              | 11%             | 42%                 | 48%                 |
| NO                               | 7%              | 41%                 | 53%                 |
| BY INTERESTED IN WORKING W/OWENS |                 |                     |                     |
| VERY INTERESTED                  | 4%              | 44%                 | 52%                 |
| SOMEWHAT INTERESTED              | 14%             | 38%                 | 48%                 |
| NOT VERY INTERESTED              | 6%              | 43%                 | 51%                 |
| NOT SURE                         | 0%              | 50%                 | 50%                 |
| BY OFFER HELP FOR CLASSES        |                 |                     |                     |
| YES                              | 9%              | 45%                 | 46%                 |
| NO                               | 9%              | 33%                 | 57%                 |
| BY GENDER                        |                 |                     |                     |
| MALE                             | 4%              | 51%                 | 44%                 |
| FEMALE                           | 11%             | 38%                 | 52%                 |

Q9E HOW HELPFUL WOULD APPRENTICESHIP, JOURNEYMAN AND OTHER TRAINING  
FOR THE SKILLED TRADES BE FOR YOUR EMPLOYEES

|                                  | VERY<br>HELPFUL | SOMEWHAT<br>HELPFUL | NOT VERY<br>HELPFUL |
|----------------------------------|-----------------|---------------------|---------------------|
| ALL RESPONDENTS                  | 14%             | 19%                 | 67%                 |
| BY COUNTY                        |                 |                     |                     |
| HANCOCK COUNTY                   | 16%             | 24%                 | 60%                 |
| LUCAS COUNTY                     | 10%             | 19%                 | 71%                 |
| WOOD COUNTY                      | 23%             | 18%                 | 60%                 |
| BY TYPE OF COMPANY               |                 |                     |                     |
| AGRICULTURE                      | 0%              | 0%                  | 100%                |
| CONSTRUCTION/CONTRACTORS         | 57%             | 14%                 | 29%                 |
| MANUFACTURING                    | 27%             | 34%                 | 39%                 |
| TRUCKING/DISTRIBUTORS            | 8%              | 15%                 | 77%                 |
| SALES                            | 13%             | 25%                 | 63%                 |
| PERSONAL SERVICE                 | 16%             | 11%                 | 74%                 |
| HEALTH CARE/SCHOOLS              | 0%              | 6%                  | 94%                 |
| GOVT AGENCIES                    | 12%             | 35%                 | 53%                 |
| BY NUMBER OF EMPLOYEES           |                 |                     |                     |
| LESS THAN 50                     | 6%              | 11%                 | 83%                 |
| 50 TO 99                         | 13%             | 18%                 | 69%                 |
| 100 TO 250                       | 14%             | 22%                 | 64%                 |
| MORE THAN 250                    | 17%             | 20%                 | 63%                 |
| BY EMPLOYEES REQUIRED CONT ED    |                 |                     |                     |
| YES                              | 11%             | 19%                 | 70%                 |
| NO                               | 17%             | 20%                 | 63%                 |
| BY INTERESTED IN WORKING W/OWENS |                 |                     |                     |
| VERY INTERESTED                  | 19%             | 30%                 | 52%                 |
| SOMEWHAT INTERESTED              | 14%             | 20%                 | 66%                 |
| NOT VERY INTERESTED              | 11%             | 13%                 | 76%                 |
| NOT SURE                         | 13%             | 25%                 | 63%                 |
| BY OFFER HELP FOR CLASSES        |                 |                     |                     |
| YES                              | 15%             | 24%                 | 62%                 |
| NO                               | 11%             | 9%                  | 80%                 |
| BY GENDER                        |                 |                     |                     |
| MALE                             | 16%             | 18%                 | 67%                 |
| FEMALE                           | 13%             | 20%                 | 67%                 |

Q9F HOW HELPFUL WOULD STAYING A DRUG FREE WORKPLACE BE FOR YOUR EMPLOYEES

|                                  | VERY<br>HELPFUL | SOMEWHAT<br>HELPFUL | NOT VERY<br>HELPFUL | DON'T<br>KNOW |
|----------------------------------|-----------------|---------------------|---------------------|---------------|
| ALL RESPONDENTS                  | 27%             | 32%                 | 41%                 | 1%            |
| BY COUNTY                        |                 |                     |                     |               |
| HANCOCK COUNTY                   | 12%             | 44%                 | 44%                 | 0%            |
| LUCAS COUNTY                     | 23%             | 32%                 | 43%                 | 2%            |
| WOOD COUNTY                      | 45%             | 23%                 | 33%                 | 0%            |
| BY TYPE OF COMPANY               |                 |                     |                     |               |
| AGRICULTURE                      | 67%             | 33%                 | 0%                  | 0%            |
| CONSTRUCTION/CONTRACTORS         | 57%             | 14%                 | 29%                 | 0%            |
| MANUFACTURING                    | 24%             | 32%                 | 39%                 | 5%            |
| TRUCKING/DISTRIBUTORS            | 31%             | 31%                 | 38%                 | 0%            |
| SALES                            | 33%             | 46%                 | 21%                 | 0%            |
| PERSONAL SERVICE                 | 32%             | 11%                 | 58%                 | 0%            |
| HEALTH CARE/SCHOOLS              | 19%             | 36%                 | 45%                 | 0%            |
| GOVT AGENCIES                    | 18%             | 29%                 | 53%                 | 0%            |
| BY NUMBER OF EMPLOYEES           |                 |                     |                     |               |
| LESS THAN 50                     | 39%             | 39%                 | 22%                 | 0%            |
| 50 TO 99                         | 31%             | 35%                 | 31%                 | 4%            |
| 100 TO 250                       | 22%             | 25%                 | 54%                 | 0%            |
| MORE THAN 250                    | 23%             | 37%                 | 40%                 | 0%            |
| BY EMPLOYEES REQUIRED CONT ED    |                 |                     |                     |               |
| YES                              | 23%             | 33%                 | 45%                 | 0%            |
| NO                               | 32%             | 30%                 | 36%                 | 3%            |
| BY INTERESTED IN WORKING W/OWENS |                 |                     |                     |               |
| VERY INTERESTED                  | 26%             | 15%                 | 56%                 | 4%            |
| SOMEWHAT INTERESTED              | 25%             | 42%                 | 33%                 | 0%            |
| NOT VERY INTERESTED              | 25%             | 27%                 | 46%                 | 2%            |
| NOT SURE                         | 50%             | 25%                 | 25%                 | 0%            |
| BY OFFER HELP FOR CLASSES        |                 |                     |                     |               |
| YES                              | 24%             | 35%                 | 41%                 | 1%            |
| NO                               | 33%             | 24%                 | 41%                 | 2%            |
| BY GENDER                        |                 |                     |                     |               |
| MALE                             | 29%             | 33%                 | 38%                 | 0%            |
| FEMALE                           | 26%             | 31%                 | 42%                 | 2%            |

Q9G HOW HELPFUL WOULD WORKSHOPS ON OSHA REGULATIONS BE FOR YOUR EMPLOYEES

|                                  | VERY HELPFUL | SOMEWHAT HELPFUL | NOT VERY HELPFUL | DON'T KNOW |
|----------------------------------|--------------|------------------|------------------|------------|
| ALL RESPONDENTS                  | 24%          | 37%              | 38%              | 1%         |
| BY COUNTY                        |              |                  |                  |            |
| HANCOCK COUNTY                   | 20%          | 36%              | 44%              | 0%         |
| LUCAS COUNTY                     | 21%          | 39%              | 39%              | 1%         |
| WOOD COUNTY                      | 38%          | 33%              | 30%              | 0%         |
| BY TYPE OF COMPANY               |              |                  |                  |            |
| AGRICULTURE                      | 67%          | 33%              | 0%               | 0%         |
| CONSTRUCTION/CONTRACTORS         | 57%          | 0%               | 29%              | 14%        |
| MANUFACTURING                    | 37%          | 37%              | 27%              | 0%         |
| TRUCKING/DISTRIBUTORS            | 8%           | 54%              | 38%              | 0%         |
| SALES                            | 21%          | 50%              | 29%              | 0%         |
| PERSONAL SERVICE                 | 16%          | 37%              | 47%              | 0%         |
| HEALTH CARE/SCHOOLS              | 19%          | 42%              | 40%              | 0%         |
| GOVT AGENCIES                    | 18%          | 12%              | 71%              | 0%         |
| BY NUMBER OF EMPLOYEES           |              |                  |                  |            |
| LESS THAN 50                     | 28%          | 28%              | 44%              | 0%         |
| 50 TO 99                         | 24%          | 45%              | 29%              | 2%         |
| 100 TO 250                       | 26%          | 35%              | 39%              | 0%         |
| MORE THAN 250                    | 20%          | 34%              | 46%              | 0%         |
| BY EMPLOYEES REQUIRED CONT ED    |              |                  |                  |            |
| YES                              | 25%          | 34%              | 42%              | 0%         |
| NO                               | 24%          | 42%              | 33%              | 1%         |
| BY INTERESTED IN WORKING W/OWENS |              |                  |                  |            |
| VERY INTERESTED                  | 33%          | 19%              | 48%              | 0%         |
| SOMEWHAT INTERESTED              | 24%          | 39%              | 37%              | 0%         |
| NOT VERY INTERESTED              | 21%          | 40%              | 38%              | 2%         |
| NOT SURE                         | 25%          | 63%              | 13%              | 0%         |
| BY OFFER HELP FOR CLASSES        |              |                  |                  |            |
| YES                              | 20%          | 41%              | 39%              | 1%         |
| NO                               | 35%          | 30%              | 35%              | 0%         |
| BY GENDER                        |              |                  |                  |            |
| MALE                             | 20%          | 42%              | 36%              | 2%         |
| FEMALE                           | 26%          | 36%              | 39%              | 0%         |

Q9H

## HOW HELPFUL WOULD MANAGEMENT OR LEADERSHIP TRAINING BE FOR YOUR EMPLOYEES

|                                  | VERY<br>HELPFUL | SOMEWHAT<br>HELPFUL | NOT VERY<br>HELPFUL |
|----------------------------------|-----------------|---------------------|---------------------|
| ALL RESPONDENTS                  | 28%             | 48%                 | 24%                 |
| BY COUNTY                        |                 |                     |                     |
| HANCOCK COUNTY                   | 24%             | 48%                 | 28%                 |
| LUCAS COUNTY                     | 25%             | 51%                 | 24%                 |
| WOOD COUNTY                      | 40%             | 40%                 | 20%                 |
| BY TYPE OF COMPANY               |                 |                     |                     |
| AGRICULTURE                      | 0%              | 100%                | 0%                  |
| CONSTRUCTION/CONTRACTORS         | 29%             | 43%                 | 29%                 |
| MANUFACTURING                    | 32%             | 46%                 | 22%                 |
| TRUCKING/DISTRIBUTORS            | 15%             | 46%                 | 38%                 |
| SALES                            | 38%             | 46%                 | 17%                 |
| PERSONAL SERVICE                 | 26%             | 47%                 | 26%                 |
| HEALTH CARE/SCHOOLS              | 23%             | 55%                 | 23%                 |
| GOVT AGENCIES                    | 41%             | 29%                 | 29%                 |
| BY NUMBER OF EMPLOYEES           |                 |                     |                     |
| LESS THAN 50                     | 17%             | 61%                 | 22%                 |
| 50 TO 99                         | 31%             | 55%                 | 15%                 |
| 100 TO 250                       | 26%             | 51%                 | 23%                 |
| MORE THAN 250                    | 34%             | 26%                 | 40%                 |
| BY EMPLOYEES REQUIRED CONT ED    |                 |                     |                     |
| YES                              | 28%             | 48%                 | 25%                 |
| NO                               | 29%             | 49%                 | 22%                 |
| BY INTERESTED IN WORKING W/OWENS |                 |                     |                     |
| VERY INTERESTED                  | 41%             | 33%                 | 26%                 |
| SOMEWHAT INTERESTED              | 25%             | 54%                 | 20%                 |
| NOT VERY INTERESTED              | 25%             | 44%                 | 30%                 |
| NOT SURE                         | 38%             | 63%                 | 0%                  |
| BY OFFER HELP FOR CLASSES        |                 |                     |                     |
| YES                              | 28%             | 48%                 | 24%                 |
| NO                               | 30%             | 48%                 | 22%                 |
| BY GENDER                        |                 |                     |                     |
| MALE                             | 22%             | 58%                 | 20%                 |
| FEMALE                           | 30%             | 45%                 | 25%                 |

Q91 HOW HELPFUL WOULD CONDUCTING THE DIFFERENTIAL APTITUDE TEST  
BE FOR YOUR EMPLOYEES

|                                  | VERY<br>HELPFUL | SOMEWHAT<br>HELPFUL | NOT VERY<br>HELPFUL | DON'T<br>KNOW |
|----------------------------------|-----------------|---------------------|---------------------|---------------|
| ALL RESPONDENTS                  | 5%              | 21%                 | 71%                 | 4%            |
| BY COUNTY                        |                 |                     |                     |               |
| HANCOCK COUNTY                   | 4%              | 8%                  | 84%                 | 4%            |
| LUCAS COUNTY                     | 3%              | 26%                 | 66%                 | 5%            |
| WOOD COUNTY                      | 10%             | 15%                 | 75%                 | 0%            |
| BY TYPE OF COMPANY               |                 |                     |                     |               |
| AGRICULTURE                      | 0%              | 67%                 | 33%                 | 0%            |
| CONSTRUCTION/CONTRACTORS         | 14%             | 14%                 | 57%                 | 14%           |
| MANUFACTURING                    | 10%             | 27%                 | 61%                 | 2%            |
| TRUCKING/DISTRIBUTORS            | 0%              | 15%                 | 69%                 | 15%           |
| SALES                            | 4%              | 38%                 | 54%                 | 4%            |
| PERSONAL SERVICE                 | 0%              | 16%                 | 84%                 | 0%            |
| HEALTH CARE/SCHOOLS              | 2%              | 13%                 | 83%                 | 2%            |
| GOVT AGENCIES                    | 6%              | 12%                 | 76%                 | 6%            |
| BY NUMBER OF EMPLOYEES           |                 |                     |                     |               |
| LESS THAN 50                     | 0%              | 11%                 | 89%                 | 0%            |
| 50 TO 99                         | 4%              | 25%                 | 67%                 | 4%            |
| 100 TO 250                       | 3%              | 23%                 | 70%                 | 4%            |
| MORE THAN 250                    | 11%             | 14%                 | 69%                 | 6%            |
| BY EMPLOYEES REQUIRED CONT ED    |                 |                     |                     |               |
| YES                              | 4%              | 18%                 | 74%                 | 4%            |
| NO                               | 5%              | 25%                 | 66%                 | 4%            |
| BY INTERESTED IN WORKING W/OWENS |                 |                     |                     |               |
| VERY INTERESTED                  | 4%              | 15%                 | 78%                 | 4%            |
| SOMEWHAT INTERESTED              | 6%              | 28%                 | 63%                 | 3%            |
| NOT VERY INTERESTED              | 2%              | 16%                 | 76%                 | 6%            |
| NOT SURE                         | 13%             | 13%                 | 75%                 | 0%            |
| BY OFFER HELP FOR CLASSES        |                 |                     |                     |               |
| YES                              | 5%              | 20%                 | 71%                 | 5%            |
| NO                               | 4%              | 24%                 | 70%                 | 2%            |
| BY GENDER                        |                 |                     |                     |               |
| MALE                             | 4%              | 20%                 | 71%                 | 4%            |
| FEMALE                           | 5%              | 21%                 | 70%                 | 4%            |

Q11 LIKELIHOOD OF YOUR COMPANY TO REFER EMPLOYEES WHO NEED ACADEMIC  
CREDIT OR CONTINUING EDUCATION CLASSES TO OWENS COMMUNITY  
COLLEGE IF OWENS OFFERED THE CLASSES THEY NEEDED

|                                  | VERY<br>LIKELY | SOMEWHAT<br>LIKELY | NOT VERY<br>LIKELY | NOT<br>SURE |
|----------------------------------|----------------|--------------------|--------------------|-------------|
| ALL RESPONDENTS                  | 47%            | 39%                | 12%                | 2%          |
| BY COUNTY                        |                |                    |                    |             |
| HANCOCK COUNTY                   | 64%            | 16%                | 20%                | 0%          |
| LUCAS COUNTY                     | 43%            | 44%                | 10%                | 4%          |
| WOOD COUNTY                      | 48%            | 40%                | 13%                | 0%          |
| BY TYPE OF COMPANY               |                |                    |                    |             |
| AGRICULTURE                      | 0%             | 67%                | 33%                | 0%          |
| CONSTRUCTION/CONTRACTORS         | 57%            | 29%                | 0%                 | 14%         |
| MANUFACTURING                    | 68%            | 27%                | 5%                 | 0%          |
| TRUCKING/DISTRIBUTORS            | 23%            | 46%                | 31%                | 0%          |
| SALES                            | 42%            | 38%                | 17%                | 4%          |
| PERSONAL SERVICE                 | 47%            | 47%                | 5%                 | 0%          |
| HEALTH CARE/SCHOOLS              | 43%            | 40%                | 15%                | 2%          |
| GOVT AGENCIES                    | 35%            | 53%                | 6%                 | 6%          |
| BY NUMBER OF EMPLOYEES           |                |                    |                    |             |
| LESS THAN 50                     | 22%            | 56%                | 22%                | 0%          |
| 50 TO 99                         | 55%            | 38%                | 5%                 | 2%          |
| 100 TO 250                       | 52%            | 35%                | 10%                | 3%          |
| MORE THAN 250                    | 37%            | 40%                | 20%                | 3%          |
| BY EMPLOYEES REQUIRED CONT ED    |                |                    |                    |             |
| YES                              | 49%            | 38%                | 12%                | 2%          |
| NO                               | 45%            | 41%                | 12%                | 3%          |
| BY INTERESTED IN WORKING W/OWENS |                |                    |                    |             |
| VERY INTERESTED                  | 93%            | 7%                 | 0%                 | 0%          |
| SOMEWHAT INTERESTED              | 46%            | 48%                | 5%                 | 1%          |
| NOT VERY INTERESTED              | 29%            | 46%                | 22%                | 3%          |
| NOT SURE                         | 50%            | 0%                 | 38%                | 13%         |
| BY OFFER HELP FOR CLASSES        |                |                    |                    |             |
| YES                              | 52%            | 37%                | 8%                 | 3%          |
| NO                               | 35%            | 44%                | 20%                | 0%          |
| BY GENDER                        |                |                    |                    |             |
| MALE                             | 31%            | 44%                | 20%                | 4%          |
| FEMALE                           | 52%            | 37%                | 9%                 | 2%          |

Q12 COMPANY'S LEVEL OF INTEREST IN WORKING WITH THE COLLEGE TO OFFER SPECIFIC COURSES OR TRAINING TO EMPLOYEES WITHIN YOUR COMPANY

|                                  | VERY INTERESTED | SOMEWHAT INTERESTED | NOT VERY INTERESTED | NOT SURE |
|----------------------------------|-----------------|---------------------|---------------------|----------|
| ALL RESPONDENTS                  | 15%             | 45%                 | 36%                 | 5%       |
| BY COUNTY                        |                 |                     |                     |          |
| HANCOCK COUNTY                   | 36%             | 20%                 | 40%                 | 4%       |
| LUCAS COUNTY                     | 10%             | 52%                 | 35%                 | 4%       |
| WOOD COUNTY                      | 18%             | 40%                 | 35%                 | 8%       |
| BY TYPE OF COMPANY               |                 |                     |                     |          |
| AGRICULTURE                      | 0%              | 67%                 | 33%                 | 0%       |
| CONSTRUCTION/CONTRACTORS         | 14%             | 43%                 | 43%                 | 0%       |
| MANUFACTURING                    | 22%             | 44%                 | 29%                 | 5%       |
| TRUCKING/DISTRIBUTORS            | 0%              | 31%                 | 62%                 | 8%       |
| SALES                            | 8%              | 42%                 | 42%                 | 8%       |
| PERSONAL SERVICE                 | 16%             | 42%                 | 42%                 | 0%       |
| HEALTH CARE/SCHOOLS              | 17%             | 47%                 | 34%                 | 2%       |
| GOVT AGENCIES                    | 18%             | 53%                 | 18%                 | 12%      |
| BY NUMBER OF EMPLOYEES           |                 |                     |                     |          |
| LESS THAN 50                     | 0%              | 33%                 | 61%                 | 6%       |
| 50 TO 99                         | 24%             | 47%                 | 27%                 | 2%       |
| 100 TO 250                       | 14%             | 43%                 | 39%                 | 3%       |
| MORE THAN 250                    | 11%             | 49%                 | 29%                 | 11%      |
| BY EMPLOYEES REQUIRED CONT ED    |                 |                     |                     |          |
| YES                              | 18%             | 47%                 | 32%                 | 4%       |
| NO                               | 12%             | 42%                 | 41%                 | 5%       |
| BY INTERESTED IN WORKING W/OWENS |                 |                     |                     |          |
| VERY INTERESTED                  | 100%            | 0%                  | 0%                  | 0%       |
| SOMEWHAT INTERESTED              | 0%              | 100%                | 0%                  | 0%       |
| NOT VERY INTERESTED              | 0%              | 0%                  | 100%                | 0%       |
| NOT SURE                         | 0%              | 0%                  | 0%                  | 100%     |
| BY OFFER HELP FOR CLASSES        |                 |                     |                     |          |
| YES                              | 20%             | 49%                 | 27%                 | 5%       |
| NO                               | 6%              | 35%                 | 56%                 | 4%       |
| BY GENDER                        |                 |                     |                     |          |
| MALE                             | 9%              | 40%                 | 44%                 | 7%       |
| FEMALE                           | 17%             | 46%                 | 33%                 | 4%       |



Q13 IF YOUR COMPANY WERE TO WORK WITH OWENS COMMUNITY COLLEGE TO OFFER CLASSES, WHAT SETTING WOULD BE BEST

|                                  | WORKSHOP/CLASSROOM<br>W/INSTRUCTOR | ONLINE, ONLY | ONLINE &<br>CLASSES | OTHER | NOT<br>SURE |
|----------------------------------|------------------------------------|--------------|---------------------|-------|-------------|
| OF THOSE                         | 44%                                | 7%           | 42%                 | 1%    | 6%          |
| BY COUNTY                        |                                    |              |                     |       |             |
| HANCOCK COUNTY                   | 43%                                | 0%           | 50%                 | 7%    | 0%          |
| LUCAS COUNTY                     | 43%                                | 7%           | 41%                 | 0%    | 9%          |
| WOOD COUNTY                      | 48%                                | 9%           | 43%                 | 0%    | 0%          |
| BY TYPE OF COMPANY               |                                    |              |                     |       |             |
| AGRICULTURE                      | 0%                                 | 0%           | 100%                | 0%    | 0%          |
| CONSTRUCTION/CONTRACTORS         | 50%                                | 25%          | 25%                 | 0%    | 0%          |
| MANUFACTURING                    | 44%                                | 0%           | 48%                 | 4%    | 4%          |
| TRUCKING/DISTRIBUTORS            | 50%                                | 0%           | 50%                 | 0%    | 0%          |
| SALES                            | 50%                                | 8%           | 33%                 | 0%    | 8%          |
| PERSONAL SERVICE                 | 45%                                | 9%           | 45%                 | 0%    | 0%          |
| HEALTH CARE/SCHOOLS              | 50%                                | 12%          | 38%                 | 0%    | 0%          |
| GOVT AGENCIES                    | 25%                                | 0%           | 42%                 | 0%    | 33%         |
| BY NUMBER OF EMPLOYEES           |                                    |              |                     |       |             |
| LESS THAN 50                     | 50%                                | 17%          | 17%                 | 0%    | 17%         |
| 50 TO 99                         | 49%                                | 8%           | 36%                 | 3%    | 5%          |
| 100 TO 250                       | 40%                                | 5%           | 53%                 | 0%    | 3%          |
| MORE THAN 250                    | 43%                                | 5%           | 43%                 | 0%    | 10%         |
| BY EMPLOYEES REQUIRED CONT ED    |                                    |              |                     |       |             |
| YES                              | 40%                                | 9%           | 46%                 | 0%    | 5%          |
| NO                               | 51%                                | 2%           | 37%                 | 2%    | 7%          |
| BY INTERESTED IN WORKING W/OWENS |                                    |              |                     |       |             |
| VERY INTERESTED                  | 44%                                | 4%           | 48%                 | 4%    | 0%          |
| SOMEWHAT INTERESTED              | 44%                                | 8%           | 41%                 | 0%    | 8%          |
| BY OFFER HELP FOR CLASSES        |                                    |              |                     |       |             |
| YES                              | 43%                                | 6%           | 44%                 | 1%    | 6%          |
| NO                               | 50%                                | 9%           | 36%                 | 0%    | 5%          |
| BY GENDER                        |                                    |              |                     |       |             |
| MALE                             | 41%                                | 9%           | 41%                 | 0%    | 9%          |
| FEMALE                           | 45%                                | 6%           | 43%                 | 1%    | 5%          |

Q14 WHAT WOULD BETTER FIT YOUR NEEDS, A ONE OR TWO DAY WORKSHOP OR SEMINAR, A 4 TO 6 WEEK CLASS, OR A 10 TO 12 WEEK CLASS

|                                  | WORKSHOP/<br>SEMINAR | 4 TO 6<br>WEEK CLASS | 10 TO 12<br>WEEK CLASS | OTHER | NOT<br>SURE |
|----------------------------------|----------------------|----------------------|------------------------|-------|-------------|
| OF THOSE                         | 74%                  | 11%                  | 1%                     | 1%    | 13%         |
| BY COUNTY                        |                      |                      |                        |       |             |
| HANCOCK COUNTY                   | 79%                  | 0%                   | 7%                     | 0%    | 14%         |
| LUCAS COUNTY                     | 74%                  | 12%                  | 0%                     | 1%    | 13%         |
| WOOD COUNTY                      | 70%                  | 17%                  | 0%                     | 0%    | 13%         |
| BY TYPE OF COMPANY               |                      |                      |                        |       |             |
| AGRICULTURE                      | 100%                 | 0%                   | 0%                     | 0%    | 0%          |
| CONSTRUCTION/CONTRACTORS         | 100%                 | 0%                   | 0%                     | 0%    | 0%          |
| MANUFACTURING                    | 48%                  | 22%                  | 0%                     | 0%    | 30%         |
| TRUCKING/DISTRIBUTORS            | 100%                 | 0%                   | 0%                     | 0%    | 0%          |
| SALES                            | 58%                  | 25%                  | 8%                     | 0%    | 8%          |
| PERSONAL SERVICE                 | 73%                  | 27%                  | 0%                     | 0%    | 0%          |
| HEALTH CARE/SCHOOLS              | 88%                  | 0%                   | 0%                     | 3%    | 9%          |
| GOVT AGENCIES                    | 83%                  | 0%                   | 0%                     | 0%    | 17%         |
| BY NUMBER OF EMPLOYEES           |                      |                      |                        |       |             |
| LESS THAN 50                     | 83%                  | 17%                  | 0%                     | 0%    | 0%          |
| 50 TO 99                         | 79%                  | 8%                   | 0%                     | 3%    | 10%         |
| 100 TO 250                       | 65%                  | 13%                  | 0%                     | 0%    | 23%         |
| MORE THAN 250                    | 76%                  | 14%                  | 5%                     | 0%    | 5%          |
| BY EMPLOYEES REQUIRED CONT ED    |                      |                      |                        |       |             |
| YES                              | 78%                  | 8%                   | 0%                     | 2%    | 12%         |
| NO                               | 66%                  | 17%                  | 2%                     | 0%    | 15%         |
| BY INTERESTED IN WORKING W/OWENS |                      |                      |                        |       |             |
| VERY INTERESTED                  | 70%                  | 7%                   | 4%                     | 0%    | 19%         |
| SOMEWHAT INTERESTED              | 75%                  | 13%                  | 0%                     | 1%    | 11%         |
| BY OFFER HELP FOR CLASSES        |                      |                      |                        |       |             |
| YES                              | 71%                  | 12%                  | 1%                     | 1%    | 14%         |
| NO                               | 82%                  | 9%                   | 0%                     | 0%    | 9%          |
| BY GENDER                        |                      |                      |                        |       |             |
| MALE                             | 73%                  | 9%                   | 5%                     | 0%    | 14%         |
| FEMALE                           | 74%                  | 12%                  | 0%                     | 1%    | 13%         |

Q15 IN YOUR OPINION, WOULD IT BE BETTER TO OFFER CLASSES ON-SITE AT YOUR COMPANY'S LOCATION, AT ONE OF THE OWENS COLLEGE CAMPUSES IN PERRYSBURG, FINDLAY OR NORTHWOOD, OR AT AN OFF-SITE LOCATION CLOSE TO YOUR COMPANY

|                                  | ON SITE AT<br>COMPANY | OWENS<br>CAMPUS | CLOSER TO<br>COMPANY | NOT<br>SURE |
|----------------------------------|-----------------------|-----------------|----------------------|-------------|
| OF THOSE                         | 55%                   | 24%             | 10%                  | 11%         |
| BY COUNTY                        |                       |                 |                      |             |
| HANCOCK COUNTY                   | 29%                   | 43%             | 14%                  | 14%         |
| LUCAS COUNTY                     | 58%                   | 19%             | 9%                   | 14%         |
| WOOD COUNTY                      | 61%                   | 26%             | 13%                  | 0%          |
| BY TYPE OF COMPANY               |                       |                 |                      |             |
| AGRICULTURE                      | 50%                   | 0%              | 50%                  | 0%          |
| CONSTRUCTION/CONTRACTORS         | 50%                   | 50%             | 0%                   | 0%          |
| MANUFACTURING                    | 44%                   | 26%             | 11%                  | 19%         |
| TRUCKING/DISTRIBUTORS            | 50%                   | 25%             | 0%                   | 25%         |
| SALES                            | 50%                   | 33%             | 17%                  | 0%          |
| PERSONAL SERVICE                 | 73%                   | 18%             | 9%                   | 0%          |
| HEALTH CARE/SCHOOLS              | 53%                   | 21%             | 12%                  | 15%         |
| GOVT AGENCIES                    | 75%                   | 17%             | 0%                   | 8%          |
| BY NUMBER OF EMPLOYEES           |                       |                 |                      |             |
| LESS THAN 50                     | 33%                   | 17%             | 33%                  | 17%         |
| 50 TO 99                         | 56%                   | 26%             | 5%                   | 13%         |
| 100 TO 250                       | 55%                   | 25%             | 10%                  | 10%         |
| MORE THAN 250                    | 57%                   | 19%             | 14%                  | 10%         |
| BY EMPLOYEES REQUIRED CONT ED    |                       |                 |                      |             |
| YES                              | 55%                   | 25%             | 8%                   | 12%         |
| NO                               | 54%                   | 22%             | 15%                  | 10%         |
| BY INTERESTED IN WORKING W/OWENS |                       |                 |                      |             |
| VERY INTERESTED                  | 48%                   | 33%             | 11%                  | 7%          |
| SOMEWHAT INTERESTED              | 57%                   | 20%             | 10%                  | 13%         |
| BY OFFER HELP FOR CLASSES        |                       |                 |                      |             |
| YES                              | 54%                   | 24%             | 8%                   | 14%         |
| NO                               | 59%                   | 23%             | 18%                  | 0%          |
| BY GENDER                        |                       |                 |                      |             |
| MALE                             | 41%                   | 27%             | 14%                  | 18%         |
| FEMALE                           | 58%                   | 23%             | 10%                  | 10%         |

Q18 WHAT IF OWENS COULD OFFER CLASSES IN THE LUCAS COUNTY BRANCH  
LIBRARIES, WOULD YOU SEND YOUR EMPLOYEES TO A  
BRANCH LIBRARY FOR CLASSES

|                                  | YES | NO  | DEPENDS | NOT SURE |
|----------------------------------|-----|-----|---------|----------|
| ALL RESPONDENTS                  | 44% | 40% | 14%     | 3%       |
| BY COUNTY                        |     |     |         |          |
| HANCOCK COUNTY                   | 0%  | 92% | 8%      | 0%       |
| LUCAS COUNTY                     | 54% | 27% | 14%     | 4%       |
| WOOD COUNTY                      | 40% | 45% | 15%     | 0%       |
| BY TYPE OF COMPANY               |     |     |         |          |
| AGRICULTURE                      | 0%  | 33% | 67%     | 0%       |
| CONSTRUCTION/CONTRACTORS         | 71% | 29% | 0%      | 0%       |
| MANUFACTURING                    | 34% | 54% | 12%     | 0%       |
| TRUCKING/DISTRIBUTORS            | 31% | 54% | 15%     | 0%       |
| SALES                            | 38% | 46% | 13%     | 4%       |
| PERSONAL SERVICE                 | 58% | 37% | 0%      | 5%       |
| HEALTH CARE/SCHOOLS              | 49% | 30% | 17%     | 4%       |
| GOVT AGENCIES                    | 47% | 29% | 18%     | 6%       |
| BY NUMBER OF EMPLOYEES           |     |     |         |          |
| LESS THAN 50                     | 50% | 39% | 6%      | 6%       |
| 50 TO 99                         | 45% | 36% | 13%     | 5%       |
| 100 TO 250                       | 42% | 42% | 16%     | 0%       |
| MORE THAN 250                    | 40% | 43% | 14%     | 3%       |
| BY EMPLOYEES REQUIRED CONT ED    |     |     |         |          |
| YES                              | 47% | 37% | 13%     | 4%       |
| NO                               | 39% | 45% | 14%     | 1%       |
| BY INTERESTED IN WORKING W/OWENS |     |     |         |          |
| VERY INTERESTED                  | 41% | 48% | 11%     | 0%       |
| SOMEWHAT INTERESTED              | 57% | 23% | 15%     | 5%       |
| NOT VERY INTERESTED              | 29% | 57% | 13%     | 2%       |
| NOT SURE                         | 38% | 50% | 13%     | 0%       |
| BY OFFER HELP FOR CLASSES        |     |     |         |          |
| YES                              | 45% | 37% | 15%     | 3%       |
| NO                               | 41% | 48% | 9%      | 2%       |
| BY GENDER                        |     |     |         |          |
| MALE                             | 40% | 44% | 13%     | 2%       |
| FEMALE                           | 45% | 39% | 14%     | 3%       |

Q19 DOES YOUR COMPANY OFFER ANY KIND OF SUPPORT, SUCH AS TUITION REIMBURSEMENT OR TIME OFF, TO EMPLOYEES INTERESTED IN TAKING COLLEGE CLASSES OR CONTINUING EDUCATION COURSES

|                                  | YES  | NO  | NOT SURE |
|----------------------------------|------|-----|----------|
| ALL RESPONDENTS                  | 69%  | 29% | 1%       |
| BY COUNTY                        |      |     |          |
| HANCOCK COUNTY                   | 76%  | 24% | 0%       |
| LUCAS COUNTY                     | 70%  | 29% | 2%       |
| WOOD COUNTY                      | 65%  | 35% | 0%       |
| BY TYPE OF COMPANY               |      |     |          |
| AGRICULTURE                      | 33%  | 67% | 0%       |
| CONSTRUCTION/CONTRACTORS         | 57%  | 29% | 14%      |
| MANUFACTURING                    | 80%  | 20% | 0%       |
| TRUCKING/DISTRIBUTORS            | 69%  | 31% | 0%       |
| SALES                            | 63%  | 38% | 0%       |
| PERSONAL SERVICE                 | 47%  | 47% | 5%       |
| HEALTH CARE/SCHOOLS              | 72%  | 28% | 0%       |
| GOVT AGENCIES                    | 82%  | 18% | 0%       |
| BY NUMBER OF EMPLOYEES           |      |     |          |
| LESS THAN 50                     | 44%  | 56% | 0%       |
| 50 TO 99                         | 65%  | 33% | 2%       |
| 100 TO 250                       | 72%  | 26% | 1%       |
| MORE THAN 250                    | 83%  | 17% | 0%       |
| BY EMPLOYEES REQUIRED CONT ED    |      |     |          |
| YES                              | 75%  | 23% | 2%       |
| NO                               | 62%  | 38% | 0%       |
| BY INTERESTED IN WORKING W/OWENS |      |     |          |
| VERY INTERESTED                  | 89%  | 7%  | 4%       |
| SOMEWHAT INTERESTED              | 76%  | 24% | 0%       |
| NOT VERY INTERESTED              | 52%  | 46% | 2%       |
| NOT SURE                         | 75%  | 25% | 0%       |
| BY OFFER HELP FOR CLASSES        |      |     |          |
| YES                              | 100% | 0%  | 0%       |
| NO                               | 0%   | 96% | 4%       |
| BY GENDER                        |      |     |          |
| MALE                             | 67%  | 31% | 2%       |
| FEMALE                           | 70%  | 29% | 1%       |

Q20 WHAT KIND OF EDUCATIONAL SUPPORT DOES YOUR ORGANIZATION PROVIDE TO EMPLOYEES -- TUITION REIMBURSEMENT, TIME OFF TO TAKE CLASSES DURING THE WORK DAY, INCREASE IN SALARY UPON COMPLETING DEGREE OR CONTINUING EDUCATION COURSE, OR SOMETHING ELSE (MULTIPLE RESPONSE)

|                                  | TUITION<br>REIMBURSEMENT | TIME OFF | INCREASE<br>SALARY | OTHER | ALL | NOT<br>SURE |
|----------------------------------|--------------------------|----------|--------------------|-------|-----|-------------|
| ALL RESPONDENTS                  | 80%                      | 20%      | 7%                 | 3%    | 5%  | 2%          |
| BY COUNTY                        |                          |          |                    |       |     |             |
| HANCOCK COUNTY                   | 89%                      | 11%      | 0%                 | 5%    | 11% | 0%          |
| LUCAS COUNTY                     | 77%                      | 23%      | 8%                 | 4%    | 3%  | 3%          |
| WOOD COUNTY                      | 85%                      | 15%      | 8%                 | 0%    | 8%  | 4%          |
| BY TYPE OF COMPANY               |                          |          |                    |       |     |             |
| AGRICULTURE                      | 100%                     | 0%       | 0%                 | 0%    | 0%  | 0%          |
| CONSTRUCTION/CONTRACTORS         | 50%                      | 50%      | 0%                 | 0%    | 0%  | 0%          |
| MANUFACTURING                    | 91%                      | 12%      | 3%                 | 0%    | 3%  | 0%          |
| TRUCKING/DISTRIBUTORS            | 89%                      | 0%       | 0%                 | 0%    | 11% | 0%          |
| SALES                            | 73%                      | 20%      | 20%                | 0%    | 7%  | 7%          |
| PERSONAL SERVICE                 | 78%                      | 33%      | 11%                | 0%    | 0%  | 11%         |
| HEALTH CARE/SCHOOLS              | 71%                      | 26%      | 8%                 | 8%    | 5%  | 3%          |
| GOVT AGENCIES                    | 93%                      | 14%      | 0%                 | 7%    | 7%  | 0%          |
| BY NUMBER OF EMPLOYEES           |                          |          |                    |       |     |             |
| LESS THAN 50                     | 75%                      | 38%      | 13%                | 13%   | 0%  | 0%          |
| 50 TO 99                         | 78%                      | 14%      | 3%                 | 3%    | 6%  | 6%          |
| 100 TO 250                       | 82%                      | 26%      | 10%                | 2%    | 4%  | 0%          |
| MORE THAN 250                    | 83%                      | 10%      | 3%                 | 3%    | 7%  | 3%          |
| BY EMPLOYEES REQUIRED CONT ED    |                          |          |                    |       |     |             |
| YES                              | 80%                      | 18%      | 9%                 | 5%    | 3%  | 3%          |
| NO                               | 81%                      | 21%      | 2%                 | 0%    | 9%  | 2%          |
| BY INTERESTED IN WORKING W/OWENS |                          |          |                    |       |     |             |
| VERY INTERESTED                  | 83%                      | 21%      | 4%                 | 4%    | 8%  | 0%          |
| SOMEWHAT INTERESTED              | 80%                      | 17%      | 5%                 | 3%    | 5%  | 3%          |
| NOT VERY INTERESTED              | 82%                      | 27%      | 12%                | 0%    | 3%  | 0%          |
| NOT SURE                         | 67%                      | 0%       | 0%                 | 17%   | 0%  | 17%         |
| BY OFFER HELP FOR CLASSES        |                          |          |                    |       |     |             |
| YES                              | 80%                      | 20%      | 7%                 | 3%    | 5%  | 2%          |
| BY GENDER                        |                          |          |                    |       |     |             |
| MALE                             | 87%                      | 23%      | 3%                 | 0%    | 0%  | 0%          |
| FEMALE                           | 78%                      | 18%      | 8%                 | 4%    | 6%  | 3%          |

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# Questionnaire

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Final  
Job #07-2483  
8/9/07

**OWENS COMMUNITY COLLEGE  
BUSINESS SURVEY  
August 2007**

Hello, my name is \_\_\_\_\_ and I am calling from Landings Research on behalf of Owens Community College. We are conducting a short survey with businesses in the area about the educational needs of your employees. May I speak with the person responsible for making the training decisions in the company?

If respondent is on phone, continue.

If it is not the person responsible for making training decisions, ask to speak with that person and repeat introduction.

A. May I have few minutes of your time?

**(If respondent says "yes" continue)**

**(If respondent asks how long it will take say 10 minutes.)**

- |    |   |    |                              |
|----|---|----|------------------------------|
| 1. | About how many people does your organization employ in Northwest Ohio or Southeast Michigan?  | 1  | 1 to 4                       |
|    |   | 1  | 5 to 9                       |
|    |   | 1  | 10 to 19                     |
|    |   | 7  | 20 to 49                     |
|    |   | 30 | 50 to 99                     |
|    |   | 38 | 100 to 250                   |
|    |   | 18 | More than 250                |
|    |   | 4  | Not Sure                     |
| 2. | In general, what percent of the positions at your location requires an associate's degree or certificate? Would you say it is none, less than a fourth, between a fourth and half, between half and three-fourths or more than three-fourths? | 11 | None                         |
|    |   | 45 | Less than a fourth           |
|    |   | 20 | One-fourth to one-half       |
|    |   | 12 | Half to three-fourths        |
|    |   | 8  | More than three-fourths      |
|    |   | 4  | Not Sure                     |
| 3. | Does your company require that employees in certain positions take continuing education classes?  | 57 | Yes <b>(Go to Q4)</b>        |
|    |   | 42 | No <b>(Skip to Q6)</b>       |
|    |   | 1  | Not Sure <b>(Skip to Q6)</b> |
| 4. | What percent of positions within your company require continuing education -- less than a fourth, between a fourth and half, between half and three-fourths or more than three-fourths?   | 16 | Less than a fourth           |
|    |   | 14 | One-fourth to one-half       |
|    |   | 16 | Half to three-fourths        |
|    |   | 10 | More than three-fourths      |
|    |   | 1  | Not Sure                     |
|    |   | 43 | Continuing Ed Not Required   |



|    |   |                |                                 |                 |              |
|----|---|----------------|---------------------------------|-----------------|--------------|
| 5. | How do employees who must take continuing education classes fulfill this requirement? Does your company provide the needed courses on-site, do employees choose from a list of company-approved course providers, or does the employee decide where to go and what classes to take?   | 24             | Co. provide courses on site     |                 |              |
|    |   | 10             | Choose from list of providers   |                 |              |
|    |   | 19             | Emp. chooses course/where to go |                 |              |
|    |   | 2              | Other (Specify) _____           |                 |              |
|    |   | 2              | Not Sure                        |                 |              |
|    |   | 43             | Continuing Ed Not Required      |                 |              |
| 6. | How familiar are you with Owens Community College? Would you say you are very familiar, somewhat familiar, not very familiar or not familiar at all with Owens Community College?   | 59             | Very Familiar                   |                 |              |
|    |   | 32             | Somewhat Familiar               |                 |              |
|    |   | 5              | Not Very Familiar               |                 |              |
|    |   | 3              | Not Familiar At All             |                 |              |
|    |   | --             | Not Sure                        |                 |              |
| 7. | Were you aware that Owens Community College provides academic credit, continuing education, and employee training classes?  | 91             | Yes                             |                 |              |
|    |   | 9              | No                              |                 |              |
|    |   | --             | Not Sure                        |                 |              |
| 8. | I'd like to read you some academic credit or continuing education courses that Owens Community College currently offers or could offer. Please tell me how helpful the following kinds of classes would be for your employees. The first one is.... <b>(Read each item, Rotate start)</b> Would that be very helpful, somewhat helpful or not very helpful to your company and its employees? |                |                                 |                 |              |
|    |   | <b>Very</b>    | <b>Somewhat</b>                 | <b>Not Very</b> | <b>Don't</b> |
|    |   | <b>Helpful</b> | <b>Helpful</b>                  | <b>Helpful</b>  | <b>Know</b>  |
| a. | Introduction to computers   | 19             | 39                              | 42              | --           |
| b. | Classes in software programs such as Microsoft Office or Adobe  | 16             | 48                              | 36              | --           |
| c. | Graphics and web design   | 5              | 20                              | 75              | 1            |
| d. | Foreign language  | 4              | 12                              | 83              | 1            |
| e. | Technical writing or composition  | 6              | 33                              | 61              | 1            |
| f. | Business math or statistics   | 9              | 30                              | 60              | 1            |
| 9. | Now please tell me how helpful the following types of training would be to your employees. Would .... <b>(Read each item, Rotate start)</b> be very helpful, somewhat helpful or not very helpful to your company and its employees?  |                |                                 |                 |              |
|    |   | <b>Very</b>    | <b>Somewhat</b>                 | <b>Not Very</b> | <b>Don't</b> |
|    |   | <b>Helpful</b> | <b>Helpful</b>                  | <b>Helpful</b>  | <b>Know</b>  |
| a. | Customer service training   | 32             | 40                              | 29              | --           |
| b. | Sales, marketing or presentation training   | 13             | 41                              | 46              | 1            |
| c. | Time management skills  | 25             | 49                              | 27              | --           |
| d. | Negotiating skills  | 9              | 41                              | 50              | --           |
| e. | Apprenticeship, journeyman and other training for the skilled trades  | 14             | 19                              | 67              | --           |
| f. | Staying a Drug Free Workplace   | 27             | 32                              | 41              | 1            |
| g. | Workshops on OSHA (oh-sha) regulations  | 24             | 37                              | 38              | 1            |
| h. | Management or leadership training   | 28             | 48                              | 24              | --           |
| i. | Conducting the Differential Aptitude Test   | 5              | 21                              | 71              | 4            |

10. What other educational areas or training could benefit your company and employees? (Probe)  
Anything else?
- 
11. Would your company be very likely, somewhat likely or not very likely to refer employees who need academic credit or continuing education classes to Owens Community College if Owens offered the classes they needed?
- |    |                 |
|----|-----------------|
| 47 | Very Likely     |
| 39 | Somewhat Likely |
| 12 | Not Very Likely |
| 2  | Not Sure        |
12. Owens Community College often works with companies to offer training or continuing education classes at the company's location or at one of the college's locations. Would your company be very interested, somewhat interested or not very interested in working with the College to offer specific courses or training to employees within your company?
- |    |  |
|----|--|
| 15 | Very Interested ( <b>Go to Q13</b> )       |
| 45 | Somewhat Interested ( <b>Go to Q13</b> )   |
| 36 | Not Very Interested ( <b>Skip to Q18</b> ) |
| 5  | Not Sure ( <b>Skip to Q18</b> )            |
13. If your company were to work with Owens Community College to offer classes, what setting would be best -- a workshop or classroom taught by an instructor, an online class with no formal class meetings or a combination of online work and class meetings?
- |    |                                      |
|----|--------------------------------------|
| 18 | Workshop/seminar w/ instructor       |
| 9  | Traditional classroom w/instructor   |
| 4  | Online, no formal classes            |
| 25 | Online & classes meetings            |
| 1  | Other (specify) _____                |
| 3  | Not Sure                             |
| 40 | Not Very Interested /Not Sure in q12 |
14. And what would better fit your needs, a one or two day workshop or seminar, a 4 to 6 week class, or a 10 to 12 week class?
- |    |                                      |
|----|--------------------------------------|
| 44 | Workshop/seminar                     |
| 7  | 4 to 6 week class                    |
| 1  | 10 to 12 week class                  |
| 1  | Other (specify) _____                |
| 8  | Not Sure                             |
| 40 | Not Very Interested /Not Sure in q12 |
15. In your opinion, would it be better to offer classes on-site at your company's location, at one of the Owens college campuses in Perrysburg, Findlay or Northwood, or at an off-site location close to your company?
- |    |  |
|----|--|
| 33 | On site at company ( <b>Go to Q18</b> )    |
| 14 | Owens campus ( <b>Go to Q16</b> )          |
| 6  | Closer to company ( <b>Go to Q17</b> )     |
| -- | Other (specify) _____ ( <b>Go to Q18</b> ) |
| 7  | Not Sure ( <b>Go to Q18</b> )              |
| 40 | Not Very Interested /Not Sure in q12       |
- Of Those N = 25**
16. Which Owens campus would be more convenient for your employees, the one in Perrysburg, the one in Findlay or the Workforce and Community Service Building in Northwood?
- |    |  |
|----|--|
| 52 | Perrysburg ( <b>Skip to Q18</b> )            |
| 28 | Findlay ( <b>Skip to Q18</b> )               |
| 20 | Northwood ( <b>Skip to Q18</b> )             |
| -- | Other (specify) _____ ( <b>Skip to Q18</b> ) |
| -- | Doesn't Matter (Vol.) ( <b>Skip to Q18</b> ) |
| -- | Not Sure ( <b>Skip to Q18</b> )              |

- |  |                        |                        |
|--|------------------------|------------------------|
|  | <u>Of Those N = 11</u> |                        |
| 17. And what would be more convenient for your employees, a location in northwest Lucas County, southwest Lucas County, downtown Toledo or somewhere else? | 27                     | Northwest Lucas County |
|  | 27                     | Southwest Lucas County |
|  | 18                     | Downtown Toledo        |
|  | --                     | Other (specify) _____  |
|  | 27                     | Not Sure               |

**All Respondents**

- |  |    |                                 |
|--|----|---------------------------------|
| 18. What if Owens could offer classes in the Lucas County branch libraries, would you send your employees to a branch library for classes?                                     | 44 | Yes                             |
|  | 40 | No                              |
|  | 14 | Depends (Volunteered)           |
|  | 3  | Not Sure                        |
| 19. Does your company offer any kind of support, such as tuition reimbursement or time off, to employees interested in taking college classes or continuing education courses? | 70 | Yes ( <b>Go to Q20</b> )        |
|  | 29 | No ( <b>Skip to Q21</b> )       |
|  | 1  | Not Sure ( <b>Skip to Q21</b> ) |

**Multiple Response**

- |   |    |                       |
|---|----|-----------------------|
| 20. (If yes) What kind of educational support does your organization provide to employees -- tuition reimbursement, time off to take classes during the work day, increase in salary upon completing degree or continuing education course, or something else? ( <b>Accept more than one response</b> ) | 81 | Tuition reimbursement |
|   | 20 | Time off              |
|   | 7  | Increase salary       |
|   | 3  | Other (Specify) _____ |
|   | 5  | All (Volunteered)     |
|   | 2  | Not Sure              |

- |   |            |
|---|------------|
| 21. And finally, may I have your title? | _____      |
|   | 99 Refused |

This is the end of the survey. Thank you very much for your time.

**(INTERVIEWER FILL OUT AFTER CALL HAS BEEN COMPLETED)**

- |                                    |    |        |
|------------------------------------|----|--------|
| Was the respondent Male or Female? | 25 | Male   |
|                                    | 75 | Female |

Respondent's Phone Number: \_\_\_\_\_

Name of Company (from sample): \_\_\_\_\_

How many minutes did the interview take to complete? \_\_\_\_\_

Date of Interview: \_\_\_\_\_ Interviewer's Initials: \_\_\_\_\_

SIC Code: \_\_\_\_\_

- County: 1 Lucas -- 14%
- 2 Wood -- 63%
- 3 Hancock -- 23%

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# Verbatim Responses

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## Q10 Verbatim Responses

THEY COULD POSSIBLY OFFER SOME COURSES FOR STATE TESTED NURSING ASSISTANTS/ MAYBE TEAMWORK OR THINGS LIKE THAT/

FIRST AID AND SAFETY/

CNA, LPN, AND RN CLASSES AND TRAINING/ WE ARE A SKILLED NURSING FACILITY/ WE COULD BENEFIT FROM ON-SITE CLASSES/

NURSING AND RELATED CLASSES IN GENERAL/

NURSING FIELD/ CLASSES THAT ARE UP TO DATE AND ARE THE NECESSARY CLASSES NEEDED TO KEEP MY NURSES UP CURRENT/

CONTINUING EDUCATION FOR NURSES IS ALL WE'RE INTERESTED IN REALLY/ THEY HAVE TO KEEP SO MANY HOURS OF CLASS TIME UP FOR THEIR LICENSING/

IT WOULD HAVE TO DO SOMETHING WITH TEACHING OR PERHAPS A SCHOOL NURSE TRAINING/

WE COULD USE A CLASS ON MEDICAL TERMINOLOGY/ WE ARE A DOCTOR'S OFFICE/ OTHER HUMAN RESOURCE PROGRAMS/ CUSTOMER SERVICE/

NURSING ASSISTANCE, NURSE AID TRAINING, ANYTHING FOR NURSE WORKSHOPS, SOCIAL WORK INTERESTS/

I REALLY DON'T KNOW/ I HAVE NURSES AND CERTIFIED NURSE ASSISTANTS, / I FEEL THAT CONTINUING EDUCATION IS REQUIRED FOR THE REGISTERED NURSES AND CERTIFIED NURSE ASSISTANTS AND THAT WOULD BE VERY HELPFUL IF YOUR TUITION WOULD BE FAIRLY REASONABLE IN PRICE/

STATE CERTIFIED NURSING ASSISTANT TRAINING/

CERTIFICATION PROGRAM IN PHARMACY TECH STUDENTS/

ALL HEALTHCARE CLASSES/ BECAUSE WE ARE AN ASSISTED LIVING CENTER/

ANY COURSES DEALING WITH PHYSICAL THERAPY/ SINCE WHAT WE DO IS PHYSICAL THERAPY ANY COURSES THAT WOULD HELP US DO A BETTER JOB FOR OUR CLIENTS WOULD BE GOOD/

CONTINUING EDUCATION CLASSES IN THE NURSING FIELD/ ANY TYPE OF NURSING ASSISTANCE/

HEALTH CARE CLASSES/ NURSING CLASSES/

CONTINUING EDUCATION FOR NURSES/

GENERAL NURSING COURSES, ALL TYPES/

CRISIS MANAGEMENT, PERSONAL FINANCIAL MANAGEMENT, INTER-PERSONAL RELATIONSHIPS, MICRO BUSINESS DEVELOPMENT AND BUSINESS MANAGEMENT/

ANYTHING WHEN YOUR INSTRUCTORS COME TO OUR SITE AND TEACH A HELPFUL WORKSHOP/  
BASIC WRITING SKILLS, BASIC COMMUNICATION SKILLS, GENERAL OFFICE ENVIRONMENT ADVICE,  
STRESS MANAGEMENT, ANYTHING LIKE THAT IN AN ON-SITE WORKSHOP WOULD BE HELPFUL/

GROUP WORK/ TEACHING PEOPLE HOW TO WORK TOGETHER IN TEAMS/

TEAM BUILDING/ CLASSES THAT TEACH PEOPLE TO WORK TOGETHER IN A GROUP ENVIRONMENT AS  
A TEAM/

INTERPERSONAL RELATIONSHIP CLASSES WOULD BE NICE/ BASICALLY TEACHING STAFF HOW TO  
WORK WITH COWORKERS, WORK WITH DIFFICULT PEOPLE, SOLVE PROBLEMS, ETC/

LEAN SIX SIGMA CLASSES/ THE PROCESS OF TAKING NO UNNECESSARY STEPS/

TOYOTA PRODUCTIONS AND SIX SIGMA/

COACHING/ FINANCE AREA/

MAYBE SOME BASIC FINANCE/ LIKE HOW TO READ AN INCOME STATEMENT AND BALANCE SHEET/

BASIC MATH CLASSES, AND FOOD SERVICE CLASSES SUCH AS FOOD PREPARATION AND FOOD  
SERVICE MANAGEMENT/

GENERAL RETAIL CLASSES/ CLASSES THAT SHOW YOU NOT ONLY HOW TO DO THE MATH, BUT ALSO  
SPECIFIC RETAIL SETTING IDEAS/ HOW TO RUN DEBITS AND CREDITS AS WELL AS BALANCING AND  
THINGS LIKE THAT/ SO THE EMPLOYEES CAN HAVE A BETTER UNDERSTANDING OF HOW DECISIONS  
ARE MADE/

ACCOUNTING CLASSES/

COURSES ON HAZARDOUS MATERIALS AND SAFETY ISSUES/ IN GENERAL THESE WOULD BE  
HELPFUL/

ENVIRONMENTAL CLASSES/ ANYTHING TO DO WITH THE ENVIRONMENT AND ALSO CLASSES DEALING  
WITH SAFETY/

TRAINING ON AIR BORN PATHOGENS/ IT'S AN OSHA REQUIREMENT SO MORE TRAINING WITH OSHA  
WOULD HELP/

HAZARDOUS MATERIAL TRAINING/ ALL OF OUR EMPLOYEES ARE REQUIRED TO HAVE SOME  
KNOWLEDGE OF HAZARDOUS MATERIALS/ WE WOULD LIKE TO FURTHER THEIR KNOWLEDGE/ FOR  
SAFETY REASONS/

CLASSES IN ENVIRONMENTAL ISSUES, BIO-HAZARD TOPICS, CYANIDE EXPOSURE, SEWAGE BACKUP/  
THAT IS ABOUT IT/

WE HAVE TO WORK A LOT WITH MEDICAID/ SO ANYTHING THAT COULD HELP US LEARN MORE ABOUT  
MEDICAID AND ANY OSHA TRAINING WOULD BE VERY HELPFUL/

SOCIAL WORK OR COUNSELING RELATED COURSES/

THEY COULD OFFER MORE CLASSES ON MRDD/ MENTAL RETARDATION DISORDERS/

SEXUAL HARASSMENT AND WORKPLACE VIOLENCE/

SOCIAL WORK/ CLASSES THAT ARE CONTINUALLY UPDATING ON SOCIAL WORK/

CHILDHOOD DEVELOPMENT CLASSES OR ORGANIZATION SKILL/ BECAUSE WE HAVE A LOT OF SOCIAL WORKERS SO ANYTHING THAT REALLY HAS DO WITH THINGS LIKE THAT/

OHIO DEPARTMENT OF EDUCATION APPROVED/ FOR EARLY EDUCATION/

CHILD EDUCATION TRAINING/

STRESS MANAGEMENT/ A CLASS TO HELP ALLEVIATE STRESS AT WORK AND TO HELP WITH DEALING WITH CONFLICTS WITH CO WORKERS/

CLASSES ON FIRE TRAINING/ OR IN A RELATED FIELD/

HELPFUL COURSES WOULD BE IN LIKE MECHANICS, PLUMBING, ROADWORK, BASICALLY ANY TRADE EDUCATION TRAINING/

TRAINING IN INTERVIEWING TECHNIQUES WOULD BE HELPFUL/ KNOWING THE RIGHT QUESTIONS TO ASK/ ALSO TRAINING IN SKILLED TRADES/ JUST BASIC TRAINING /

TECHNICAL SKILLS CLASSES FOR THE CHEMICAL INDUSTRY/

SOME TRAINING THAT HAS TO DO WITH THE SEA BREEZE MACHINE OR THE MEASURING MACHINE/ BECAUSE THAT WOULD BE VERY USEFUL TO US/ WE ACTUALLY WERE GOING TO HAVE SOME OF OUR EMPLOYEE'S CONTACT THE COLLEGE TO SEE IF THE COLLEGE OFFERED ANYTHING LIKE THAT/

AUTO MOBILE CERTIFICATE TRAINER/

BASIC METEOROLOGY COURSE/

TRAINING FOR OUR MAINTENANCE MEN/

WE MAINLY HIRE SKILLED TRADES/ WELDING ONE AND WELDING TWO AND WELDING THREE/

SOME TRAINING IN SPC, GT&D, TS16949, BASIC METALLURGICAL/ STATISTICAL PROCESS CONTROL(SPC), GEOMETRIC TOLERANCE AND DIMENSION(GT&D), REGISTRATION TYPE DEAL(TS16949), CUT SECTIONS OUT OF A PART AND PUT IT IN A MOUNT AND LOOK AT IT UNDER A MICROSCOPE/

PLASTICS PROCESSING/

FIVE S'S AND HUMAN RESOURCE MANAGEMENT AND CASHIER TRAINING/ FIVE S IS SORTING AND LABELING LIKE HOUSE KEEPING AND STAYING ORGANIZED/

CLASSES THAT HAVE TO DO WITH SALES/ ANYTHING THAT DEALS WITH SALES LIKE CUSTOMER SERVICE, MANAGEMENT SKILLS, GENERAL COMPUTER KNOWLEDGE, ETC/

HUMAN RELATIONS/ CUSTOMER SERVICE OR HUMAN RESOURCE MANAGEMENT WITH OTHER EMPLOYEES/

LEADERSHIP CLASSES/ ALL CLASSES DEALING WITH LEADERSHIP AND POSSIBLY MOVING UP TO MANAGEMENT/

RESTAURANT CLASSES/ CLASSES DEALING WITH RESTAURANT MANAGEMENT/

PROBABLY CLASSES WITH TRAINING IN CUSTOMER SERVICE OR HUMAN RESOURCES/ CLASSES THAT HELP A MANAGER KNOW ABOUT DIFFERENT LAWS THAT ARE IN PLACE WOULD BE HELPFUL/

MANAGEMENT/ CUSTOMER SERVICE/

SUPERVISORY TRAINING/

TIME MANAGEMENT/

WE WOULD LIKE COURSES IN PROPERTY AND CASUALTY INSURANCE, LIFE AND HEALTH INSURANCE/  
ALSO COURSES IN PRE-LICENSE INSURANCE/

ANYTHING ANIMAL RELATED BECAUSE WE HAVE A LOT OF ZOOKEEPERS/ SO CLASSES LIKE  
ZOOLOGY, BIOLOGY, OR ANIMAL BEHAVIOR CLASSES/

WE COULD USE SOME TRAINING FOR SOME EMPLOYEES IN CHINESE MANDARIN/

TRAINING ON HOW TO RUN COMPUTER PROGRAMS/ FOR THE PEOPLE WHO WORK UPFRONT IN THE  
OFFICE/

CONTINUING EDUCATION CLASSES FOR THE ASSOCIATES DEGREE/ MANY OF OUR PEOPLE MAKE USE  
OF THOSE CLASSES THROUGH OUR TUITION ASSISTANCE PROGRAM/