

Adult Basic Education Survey Results

The Adult Basic Education Survey started as an effort between the North Shore Workforce Investment Board and our adult basic education providers to better understand the needs of our adult basic education customers. The survey period was conducted from April 4, 2012 to June 15, 2012. The ABE survey was distributed electronically via email and hosted on northshorewib.com; in addition, paper surveys were given to all adult basic education providers. These paper surveys were then collected and tabulated into electronic format. There were total of 335 responses to the survey. The following provides tabulated survey results for the adult basic education survey. Please note the percentages maybe add to 100% due participants being able to select more than one response to certain question.

Where do you go for classes?		
	Number of Response(s)	Response Ratio
Operation Bootstrap	200	61.7%
North Shore Community Action Program	52	16.0%
Training Resources of America	26	8.0%
North Shore Community College	12	3.7%
Action, Inc.	11	3.3%
Catholic Charities	7	2.1%
North Shore CDC	1	<1%
New American Center	24	7.4%
Ford School	0	0.0%
Lynn Vocational Technical Institute Program	3	<1%
Beverly Bootstraps	0	0.0%
Other	4	1.2%
Total	324	100%
Answer		
Gloucester High School		
Voces		
Distance Learning		
Whittier Voc Tech		

What classes do you take?		
	Number of Response(s)	Response Ratio
Adult Basic Education	50	15.4%
GED Preparation	65	20.1%
English as a Second Language	188	58.2%
Other	33	10.2%
Total	323	100%
Answer		
?	English for Employment	English for Employment
?	English for Employment	English for Employment
College reading & writing 2	English for Employment	English for Employment
computer	English for Employment	English for Employment
computer classes	English for Employment	English for Employment
computer classes	English for English	English for Employment
English for Employment	English for Employment	English for Employment
English for employment	English for Employment	English for Employment
English for employment	English for Employment	Fashion Interior
English for Employment	English for Employment	Phlebotomy
English for Employment	English for Employment	solar system

Are you currently working?		
	Number of Response(s)	Response Ratio
Yes	176	52.5%
No	147	43.8%
No Responses	12	3.5%
Total	335	100%

How many jobs do you have?		
	Number of Response(s)	Response Ratio
1	153	86.9%
2	23	13.0%
3	0	0.0%
Total	176	100%

What is your job title? (Primary Employment) - Responses					
Answer					
housekeeping	23	chichen	1	Mechanic	1
Custodial	12	cookie maker	1	mechanic's helper	1
cashier	9	crew member	1	medical front desk	1
CNA	6	cut grass and irrigation	1	monitor	1
dishwasher	6	Deli Clerk	1	nail Tech	1
assembler	4	Doctor	1	NCA/Home support	1
bagger	4	Dp shipping/packing	1	Nursing Asst	1
Hairstylist	3	Drive forklly	1	Office cleaner	1
maintenance	3	Driver	1	operate cleaning machine	1
Packer	3	Dry Cleaners	1	operation machine	1
assistant manager	2	Electronic	1	painter	1
cook	2	ESOL Teacher	1	Phlebotomist	1
Forklift Driver	2	expiditor	1	Prepare the onions	1
Kithchen prep	2	finisher	1	production worker	1
Machine Operator	2	food preparer	1	put the tapes	1
personal care, home health aide care	2	general cleaner	1	Quality control	1
truck driver	2	general labor	1	salefloor	1
waitress	2	H H A	1	Sanitation/maintenance	1
attendent	1	Health care worker	1	School bus driver	1
babysitter	1	Heath team	1	Security	1
baker	1	Homemaker	1	shift manager	1
baking	1	Homemaker, personal care assistant	1	Stock room associates	1
bus monitor	1	I am a packer	1	Supervisor	1
Cabin cleaner	1	I do everything	1	teacher	1
care manager	1	I lift the power jack	1	team member for production in a retail store	1
Carpenter/locksmith	1	I prepare food	1	Unpacking	1
Casear like a customer services	1	I'm cleaning floor	1	Waitress/server	1
cashier	1	Imduction soldering assmbler	1	Warehouse worker	1
Cashier/waitress	1	landscaper	1	Welding, bolting up	1
Catering Chef Specialist	1	Laundry pickup	1	Wharehouse worker	1

chef	1	Line Cook	1	woodworking finishing	1
chichen	1	Math tutor and babysitter	1		

Who is your Employer? (Primary Employment) - Responses

Answer		
a body shop	Garelick Farms	NSCAP
A Plus Construction	Garelick Farms	NSMC
airport restaurant	gas station	Nursing Abbott's House
Andover Bandage	GE, Lynn	Nursing home
Andover health care	Hampton Hotel	nursing home at d cna
at market basket	Harvard Folding	Old Neighborhood
Bakery	Harvard University	Old Neighborhood
bakery	Helping Hands Company Inc	Operation Bootstrap
Bakery	henry lopez	Operation Bootstrap
Baldor	Hess gas station	P.F. Chang
Beth Isreal Hospital	home care services, action inc.	pablo
Betham House	Hotel	Peabody Properties Inc.
BN	housekeeper	Peterson Party Center
Boston Clinical Labs	I'm working for Dunkin Donuts	Pho Min Ky Restaurant
Bravo Night Club and Sports Bar	Inter City	Quinn Brothers
Brooksby Village	Iron Worker	Radison Hotel
Brooksby Village	is my own business	restaurant
Burger King	jacquelines gourment cookies	restaurant
Burger King	Jimmy's steakhouse	richard loff
Burger King	Joes's American Bar and Grill	Saver
Burtions Grill	Kelly's Roastbeef	Scis Air Security
byself	LEO	scrap metal
Cape Ann Brewing Company	Lifecare center of the North Shore	self employed
Caring Choice Trans	Lynn Bakery	self employed
Casan Antigua Restaurant	M&M paint	self employer
Cedar Glenn Nursing home	mario and john	self employer
CEVA	MARK RICHEY WOOD WORKING	self-employed
Chatwer	Market Basket	services pump drain
Chelsea Morning Produce	Market Basket	Set Tech Company
chigier family	Market Basket	Spot less cleaner
clean as can be	market basket, salem	State Garden
Cleantech, Inc.	market basket, salem	state garden
compass	Marshalls warehouse	State Garden
compass facility serveces	Mass General Hospital	state garder
Congregation Shirat Hayam	Massport	store
D'class beauty salon	MassTran	Supermarket
Delta Electronics	McDonalds	Supermarket
Dennis's Sweet Onion Ring	McDonalds	target
Driver	McDonald's	The Cheese Cake Factory
Dry Cleaners	McDonald's	Three sons cleaning
Dunkin Donuts	McDonald's	TJ Maxx
Dunkin Donuts	Medica Corporation	Traditional Breads
Dunkin Donuts m	Medtronic	Traditional breads company
electronics	my self	Traditional Breads, Inc.
Emerald Inc.	New Englнад Service-	Tropico
Enterprise Demarkes	new yuork cleaners	Unicco.UGL
ESSEX PARK NURSING HOME	no primary	Union Hospital
EZ landscaping	north reading transportation	Union Hospital

Fairfield Inn	North Suffolk	Walmart
Flight system service	northe shore community health center	wal-mart
Fraen Corporation	NSCAP	Wendy's
Fuddruckers		

For this job, how much do you earn hourly? (Primary Employment)		
	Number of Response(s)	Response Ratio
\$8.50 - \$10.00 per hour	84	25.0%
\$10.01 - \$12.00 per hour	34	10.1%
\$12.01 - \$14.00 per hour	17	5.0%
\$14.01 - \$16.00	18	5.3%
More than \$16.01	18	5.3%
No Responses	164	48.9%
Total	335	100%

Where do you work (city/town)? (Primary Employment) - Responses			
Answer			
Lynn,ma	18	South Boston	1
Danvers	8	Somerville	1
Peabody	7	Salisbury, MA	1
Beverly	7	salem, lynn,beverly,peabody,	1
Salem	6	primary employment	1
gloucester	5	north reading ma 01884	1
Boston	5	New Hampsire	1
Saugus	4	new england for the death	1
Chelsea	3	Middleton	1
Woburn	2	manchester	1
Salem, MA	2	Lynnfield	1
Reading	2	Lexington, MA	1
North shore	2	Jewish Family and children services	1
Newburyport,MA	2	Haminton and Salem	1
Essex	2	every where	1
Burlington	2	Everett	1
Winthrop	1	Cape Ann	1
wakefield	1	Cambridge	1
town	1	Around Gloucester	1
Topsfield	1	all de place	1
Swamspcott	1		

What is your job title? (Secondary Employment) - Responses			
Answer			
bagger	1	Interpreter	1
Bussing tables	1	Landscaper	1
Carpenter	1	making food	1
Cleaning	1	monitor	1
Cook	1	personal care	1

Executive chef(cuisine)	1	Phlebotomist	1
Health care worker	1	Supervisor	1
HHA/PCHM	1	usher	1
Homemaker	1	Waitress	1
House keeper	1		

Who is your Employer? (Secondary Employment) - Responses

Answer	
Shaws	cinema-revere
Salem Hospital	Self employed
Bickford's	Anodyne
Ipswich Country Club	Multicultural Homecare
McDonald's	Visions Medical Center
Cooperate of health Services	NOrth Reading Lynnfield taxi Inc.
Steam Hill Restuarant	K.B.S
Multicultural Home Care	Outback

Where do you work (city/town)? (Secondary Employment) - Responses

Answer			
Ipswich	2	Peabody	1
Boston	1	revere	1
Burlington	1	Salem	1
East Gloucester	1	Woburn	1
new hampshire	1		

For this job, how much do you earn hourly? (Secondary Employment)

	Number of Response(s)	Response Ratio
\$8.50 - \$10.00 per hour	6	1.7%
\$10.01 - \$12.00 per hour	5	1.4%
\$12.01 - \$14.00 per hour	3	<1%
\$14.01 - \$16.00	4	1.1%
More than \$16.01	1	<1%
No Responses	316	94.3%
Total	335	100%

Which job do you like the most and why? Which job do you like the least and why? - Responses

Answer
personal care, because i like to take care my clients and i want a good experience for them.
homecare, because it's the same work that i do in my home.
I like painting the most because it is easy.
I like working at Market Basket better because I have a lot bof friends in the store.
I don't like Shaws because they are not hiring more people.
I don't like sell anything.
I like making my time happy
I love to cook.
I see many people.
Sometimes when it is not busy, I go home.
I love my job because I'm very good at it! I make a lot of \$.
I like all parts of my job

food prep-cook- wash dishes. I do whatever they need me to do.
I like the Hospital most because of the better pay and benifits.
because I practice my English
I have good benefits and sick days and holidays
The job is hard and doesn't pay good.
I need learning more
Because I like what I do.
Because I like to help old people
I want to work. I don't care what I do. I need to take care of my family.
It's physical labor and I get tired.
I like my job because I am able to support my son
I'm working and I'm able to pay my bills
I love my job. I am creative and I like what I do. Sometimes I'm very busy and make good money, but if there are no customers, I don't make money.
I like this job because I make money. I have a car and I'm able to pay my bills.
Sometimes I work all day for \$15
I wish it was FT.
I just got this job in January and I'm very happy!
I make my own schedule
Job one - very nice place.
Job two - travel too much
I like to help customer
I liek both of my job because I can help my spanish people and help the elderly
it is not easy
mee a lots interesting people
like work with people
I would like to move one
I love the medical field
Everyone is very nice. I have time for family.
I like my job because you8 don't only work by yourself you together with a whole crew a each have their own sections but they still work with you as a team.
I would like to work in a Hospital or UPS company
I like a job that that give me hour and i can be with my daughter .
I Am do like my job because most imprtand job I have
I have one job, and I also do volunteer work.
because,its easy for me
hairstyle
beacuse many peopel taking
I LIKE TO WHIT WOOD,COLORS,detail all kind of work.I while like to do my job.
I like do my job, and I least do paint.
WAITER. WHY,BECAUSE I DON'T LIKE TO BE ALL THE
TIME SERVING ANOTHER PERSON.
HAIR DRESSER IS THE MOST THAT I LIKE TO DO
Driver
restaurant
lawer.
hospitality, because i like to share with another people and to know another culture.
I don't like my job, because it's heavy work.
i would like to be a home care assistant because this is a better job for my. i think my work rigth now the pay is slow.
I.M LIKE TO DRIVER BECAUSE.igoining to the city iam see deferent.people i am worck at 3:00am to 4:00pm iam have day

off at sunday
when the family coming,and good people,I like to more tha children. And no like when the people put back and ruts fon nating
i like to be a nurse ,because i love to help peoples.
I driver around free
I like to cook
I like working with my hands alot like contrution or contability but i dont like a job just standing around

Do you want to move up to a better job? (If yes, please tell us what you hope to become.)		
	Number of Response(s)	Response Ratio
Yes	138	41.1%
No	33	9.8%
No Responses	164	48.9%
Total	335	100%

104 Comment(s)

Do you want to move up to a better job? (If yes, please tell us what you hope to become.) - Comments

Answer

yes, I would like to become a nurse
work on doctor office. i want to be a medical assistent or a nurse.
I would like to own my own business.
Sorry I don't have more time for this.I'm 44years old,I don't speak English very well.
I like to work with old people or daycare
I would like to become a chef with a degree in culinary arts.
an electrical engineer
Nurse
Because I feel ok in this job.
Because I like my job.
Because I feel good where I'm working.
because I like my job
I hope to become an electrician
I hope learning more English for translate for make more money.
More money.
a better job
I hope to become a nurse in the hospital.
I hope to become a technician.
I would like to work in a store
Cashier at Market Basket
I want to make more money. I am happy I'm working but more money would be great!
I hope to become an electrical engineer
I hope to become a plumber or electrician
I hope to become a nurse
I'm happy to work and I have limited English and I like my job and my co-workers
I am good at and like what I do.
my job is good. I can help my family in my country. I like to buy things. I am very grateful for my job and my boss.
Something in the medical field
more money
A hair stylist
I would like FT but I only have PT job
I work close to home and I'm able to come to school. I'm happy! My company near my house easy for me go everyday.
Another because my job is not easy
I want to become thecnician
Because my job is too hard
I'd like a better job to get more money

It will be more work and more money
I am happy with being in the gang
To own my own business
I hope to become a registered nurse
a radiologists tech
I hope to become a translator
Get more benefits
medical assisting
Bank teller
I hope to become a social worker
Employee of General Electric
Forman
A medical interpreter
computer networking
I want to work only daytime
I would like to work at a hotel or an airport
because my job is not far from my home
Open my cleaning company
I'm fine
A teacher in an elementary school
a nurse
I'm fine
I'm fine
home health aide
dental assistant
have better job
more education
a lawyer
Supervisor
a nurse
Nothing I love my jobs and I make more money than other local jobs
I hope to become a technician
A superintendant
Too much hours
botte oportunitie
because the managers have more responsibility
more hours
because there are no more opportunities
I want a bettter job so that I can pay a better place for my daughters and give them better opportunities in the future so they can have open doors. I will also like to become a nurse assis to have a title to work something better.
I like to do something different
i can work wat i like to do .
I want to be a manager.
I want to be a manager
i would like become a medical assistant
lab tecnichol
decorater
I want the nursing asistent
I like the job
supervisor lorn English end lorn more at the job.
I will study English.
I WILL LIKE TO BECAME A PROFESSIONAL IN THE AREA THAT I LIKE
CDL driver license
I LOVE COME LAWER

Would like to get another job, but that's why i need to learn good English.
Administrative Assistant, Accountant or Bank Teller.
i want to do some babysiter or secretary.
i will hope that job much better for my and more hours for to work
because just jooob is a hard work
so is more better for me
nurse
i love be come teacher.for work with kids with special needs.
I Like these job
agencia travel, because a like go trip, missing the people
I dont no
I need to complete my GED then i will like to get in the union constrution
I need more money
It's full time
I have flexible hours

What is keeping you from moving into a better job?		
	Number of Response(s)	Response Ratio
Family responsibilities	38	25.6%
Lack of transportation	8	5.4%
Need education/training	96	64.8%
Medical/health issues	7	4.7%
Other	27	18.2%
Total	148	100%

If you are not currently working, would you like to work? If yes, please indicate the type of job or company you would like to work for in the comment section.		
	Number of Response(s)	Response Ratio
Yes	115	34.3%
No	28	8.3%
No Responses	192	57.3%
Total	335	100%

100 Comment(s)
If you are not currently working, would you like to work? If yes, please indicate the type of job or company you would like to work for in the comment section. - Comments
Answer
receptionist work
Restaurant work
truck driver
Pharmacy Technician
I would like to be a chef and own my own restaurant.
handy men or similar
I receive transitional assistance. I want to work but I am unable. I have limited physical ability. I have arthritis and back problems. I am unable to do physical labor.
store
receptionist, dental assistant, other
Cashier or anything else
Hospital
But I need a job for weekend, because I study full time.
Cashier
I would like to work in a hospital.
I would like to be a teacher
I would like to work at GE
medical billing

As long as I can use my hands
Any work. I am good with computers and web design. I need money for my family.
ophthalmic assistant
daycare center
daycare
I have a daycare license but I don't have any children to take care of.
CNA, Restaurant, cashier, front desk
Human Services, Would like to work with homeless populations.
Receptionist
Restaurant Waitress
daycare
Medical billing and coding or Dental assistant
daycare
Medical assistant
CNA
Homeworker, personal care, or sales person
medical billing, files office or administrative assistant
clinic
security guard or parking attendant or other job
mechanical assembler for aerospace
machine operator or assembly company
customer service
beauty salon
massage therapist in a doctors office
I don't know anything
Ophthalmic technician assistant
CNA or HHC
Hotel
Counter. I have a certificate USA
Medical - sterilizing equipment
I don't know where. I somewhere with good benefits and salary. I can do every work.
store, hospital, home, market
I would like to take care of children
Service/whatever
Insurance company
Medical assistant
If I have enough health in that moment, I would like to grow flowers
Hospital or clinic or any health dept.
I would like to be a secretary in an office
Nurse assistant
I want to work in housekeeping(clean house)in city near Salem MA
retail i have exp
RETAIL I used to be an assistant manager at two retail stores.
It doesn't really matter to me.
cna, medical field
I would like to work in different things, I studied Business Administration in my country, I have a Degree. I would like to work in a office or care babies or old people. But I prefer something full time and the same schedule during the week.
In the Medical Administrative Assistant position. In the North Shore Area. Went to Everest Institute have certificate but working on getting my Ged for a more better pay.
male nurse
i would like to work at electrical company
I would like a office job with customer service.
I took the PCA training and I received a certificate. I am going to begin working in June.
I am here temporarily

In want to be a manager
I am going back to my country.
I have medical issues
I want to be a childcare worker.
I want to be a teacher
I want to be an interior decorator
I take care children
My children is young.
assembly
I would to work for the company name millopore in divers Mass.01923
I want to work part time and a job that is not physical
I want to go to school to be a nurse.
construction/roofing/painting
I would like any job with any pay because I am dreadfully poor.
Security industry (Burglar, Fire, CCTV, Access Control etc,) or something with the local Fire Department
heavey equipment
I would like to work in healthcare services or counseling field....addiction specialist..
hair dresser and nail technician
I'm open to everything about jobs.
music
customer service like dunkin donuts, nursing homes, resturants ,mostly any kind of job .
clothing store,foodshopping store,fastfood place
it doesnt really matter where i work im every flexable and ican adapt easily.
Dishwasher
restaurant
hotel - housekeeping
Housekeeping
dishwasher
hotel houskeeping
monitor
Daycare
Monitor

What is keeping you from working?		
	Number of Response(s)	Response Ratio
Family responsibilities	39	28.8%
Lack of transportation	15	11.1%
Need education/training	73	54.0%
Medical/health issues	17	12.5%
Other	25	18.5%
Total	135	100%

What is keeping you from working? - Other responses
Answer
babysit grandaughter who lives with me, mom is in school some
?
?
not listed
need GED for this job
I'm retired
?
retired
in a training program

personal
can't find a job
Trying to find job
I'm looking for job
still dont have a job cause i dont have a g.e.d.
i don't have my ged
returning to my country
returning to my country
need more english
need more english
Don't have proper id because my liscence was suspended and I can't afford it
No jobs available
confidential
time basis
pregnat
??

Are you an immigrant? If yes, please tell us what your occupation was in your home country in the comment section.

	Number of Response(s)	Response Ratio
Yes	211	62.9%
No	63	18.8%
No Responses	61	18.2%
Total	335	100%

192 Comment(s)

Are you an immigrant? If yes, please tell us what your occupation was in your home country in the comment section. - Comments

Answer
I never worked before
I was a farmer.
I worked in a factory, sewing shirts. I also worked in a restaurant, in the kitchen and serving customers. I did Amway Sales, too.
I did college for 5 years, I was matematic teacher.
Iwas front desk at hotel.
cook
homemaker
I was a rice farmer in Vietnam.
student
student and work
I was a student in my country.
I was a student in my country
I was a student. 8 years.
US aid teacher for unicef - kindergarten and primary 4 year university then taught for about 8 years
made clothing by hand and by machine
Secretary
I was a farmer
K - teacher
I was a dance teacher and a babysitter.
I was a co-pastor in my country
In my home country my occupation was electrician.
I was sewed in a factory
Owned a hardware store
secretary

Only a student in my country.
Mexico
Mexico
Cambodia
Russia
seller
Accountant
I never worked, I was a student. I finished college and five years of Law School.
Student
I worked as a waitress. I went to school for 6 years in my country.
Electronics Technician
Student. I studied for 9 years in my country.
Student
student
I was not working
I worked at a school
Student
I worked on computers in Morocco
graphic designer
I was soldier. In player the baseball.
paint the house
secretary
I'm student, I don't work.
Secretary paralegal
Never working in my country. I was a student.
In my country I am assistant administration
I was a teacher for very young children
Student
school aide
Metals processing
Owned a business
Drive tourism
Student
I nurse
I worked in a store , I usually did payroll, buy materials, tickets, fiscal etc.
garment worker
babysitter
school
Construction for a big company
help my parents
Student
Cleaning. Hospital. I worked cleaning.
I was a hair dresser
I went to work in hotel
Beauty Salon
I am driver
builder and director
Sales person
I am babysitter
I was in my home country. I work in my home cook clean my home cllen my clooths and any think
I designed buildings
I am home health aide
Family Daycare
I am medical products

I couldn't find work in my country
I fixed the truck and I drove the truck too
Hotel and restaurant
Secretary and Manager assistant
study go to school
In my country I had an occupation in management
student
student
student
House wife
making clothes
Teacher, educator, social worker
I used to be a cook
Dental assistant
I used to be a car seller
I used to be a receptionist
I used to be a teacher
I was very young in my country. THis is why I never work, I was at home with my mother.
I used to be a teacher
I used to be a pharmacy technician
In my country I was social worker
I worked in secretary
I worked as a sales person
hairdresser
secretary
accountant, manager in social sercurity administration
South Sudan
Secretary
student
Home maker
63 years (masters business- 31 in the making)
graphic designer
Owned a family business
Truck Driver
Chemist in lab
secretary
Cashier
Worked at the front desk of a hotel.
engineer and teacher
Programmer engineer
artist painter
businesswoman
Housekeeper in private homes
receptionist
secretary
I was a seamstress in a factory
I was the secretary in a cinema
I worked in a cardboard company
I worked pharmacy accounts
Sales in a company
electric installation and general construction
saleswoman
I worked as a security guard in Puerto Rico
National Insurance Company Clerk

student
Student
Pharmacy assistant
Receptionist in an International hotel
I was a secretary. and Sady..
I was 8ys old when I came to this country.
american citizen (puertorican)
Retail sales in my own business.
I was working in Telemarketing Department of Newspaper Office, and Customer services
my occupation in my country was school
I was a student.
I was a teacher.
I was a manager.
I was a seamstress.
I HAVE BEEN HERE 40 YEARS
I was a hairstylist.
I was a lab tech.
I was a manager.
I was a teacher
I have been here 20 years
i was student
i was a lab tecnologia
decorate end designleni
clothes buyer
Owner of small store.
Sales person
Restaurant supervisor in a Hotel
I had my own business
ACCOUNTING
Owe business
MOVIE TREATH
I worked in my home and I take care my children.
seamstress
i was a teacher for year
I was cashier in a restaurant, store manager.
Accountant and Administrative Assistant.
i student and worked on officio.
just student
NONE
no job
student
student
im teacher.
teacher
agencia travel nacional
I loaded trucks
Cleaner in the Hotel
Farmer
farmer
Farmer
student
Secretary typist
Student

Farmer
I was a student
No job
Student
Farmer
Sanitation Worker
coffee shop