

## Operation Bootstrap Adult Basic Education Survey Results

The following provides a supplement to the Adult Basic Education Survey conducted by the North Shore Workforce Investment Board, in conjunction with our Adult Basic Education Providers. This supplement filters the Adult Basic Education Respondents by whether or not they took classes at Operation Bootstrap. Please note the percentages maybe add to 100% due participants being able to select more than one response to certain question.

<b>Where do you go for classes?</b>		
	<b>Number of Response(s)</b>	<b>Response Ratio</b>
Operation Bootstrap	200	100.0%
North Shore Community Action Program	2	1.0%
Training Resources of America	1	<1%
North Shore Community College	6	3.0%
Action, Inc.	0	0.0%
Catholic Charities	0	0.0%
North Shore CDC	1	<1%
New American Center	1	<1%
Ford School	0	0.0%
Lynn Vocational Technical Institute Program	1	<1%
Beverly Bootstraps	0	0.0%
Other	2	1.0%
<b>Total</b>	200	100%
<b>Where do you go for classes?</b>		
Distance Learning		
Voces		

<b>What classes do you take?</b>		
	<b>Number of Response(s)</b>	<b>Response Ratio</b>
Adult Basic Education	34	17.0%
GED Preparation	39	19.5%
English as a Second Language	131	65.8%
Other	7	3.5%
<b>Total</b>	199	100%
<b>What classes do you take?</b>		
Computer		
Phlebotomy		
computer classes		
?		
?		
computer classes		
College reading & writing 2		

<b>Are you currently working?</b>		
	<b>Number of Response(s)</b>	<b>Response Ratio</b>

Yes	124	62.0%
No	75	37.5%
No Responses	1	<1%
<b>Total</b>	<b>200</b>	<b>100%</b>

<b>How many jobs do you have?</b>		
	<b>Number of Response(s)</b>	<b>Response Ratio</b>
1	106	85.4%
2	18	14.5%
3	0	0.0%
<b>Total</b>	<b>124</b>	<b>100%</b>

<b>What is your job title? (Primary Employment)</b>			
<b>114 Response</b>			
Housekeeper	10	Hari stylist	1
cashier	8	Health care worker	1
Custodial	8	Heath team	1
CNA	4	House painter	1
dishwasher	4	I am a packer	1
assembler	3	I do everything	1
bagger	3	I lift the power jack	1
Forklift Driver	3	I prepare food	1
maintenance	3	I'm cleaning floor	1
assistant manager	2	Imduction soldering assmblr	1
cook	2	Kitchen services	1
Homemaker, personal care assistant	2	Kithchen prep	1
Machine Operator	2	Laundry pickup	1
Packaging	2	Line Cook	1
Warehouse worker	2	Math tutor and babysitter	1
babysitter	1	Mechanic	1
baking	1	mechanic's helper	1
bus monitor	1	nail Tech	1
Cabin cleaner	1	NCA/Home support	1
care manager	1	Nursing Asst	1
Carpenter/locksmith	1	Office cleaner	1
Casear like a customer services	1	operate cleaning machine	1
Cashier/waitress	1	operation machine	1
Catering Chef Specialist	1	Phlebotomist	1
chichen	1	Prepare the onions	1
cookie maker	1	put the tapes	1
cut grass and irrigation	1	Quality control	1
Deli Clerk	1	Sanitation/maintenance	1
Dp shipping/packing	1	Security	1

Driver	1	shift manager	1
Dry Cleaners	1	Stock room associates	1
Electronic	1	Supervisor	1
expiditor	1	Unpacking	1
finisher	1	Waitress/server	1
food preparer	1	Welding, bolting up	1
Hair braider	1		

### Who is your Employer? (Primary Employment)

#### 106 Response(s)

Burtons Grill	wal-mart
Baldor	Pho Min Ky Restaurant
Traditional Breads	Brooksby Village
market basket, salem	Brooksby Village
McDonald's	Caring Choice Trans
Fuddruckers	NSMC
New Englнад Service-	TJ Maxx
McDonald's	Operation Bootstrap
Market Basket	Harvard University
Burger King	North Suffolk
Burger King	State Garden
Peabody Properties Inc.	Iron Worker
CEVA	Union Hospital
A Plus Construction	restaurant
Nursing Abbott's House	McDonalds
scrap metal	Burger King
Operation Bootstrap	Tropico
Boston Clinical Labs	Dry Cleaners
Fairfield Inn	Casan Antigua Restaurant
Nursing home	McDonalds
I'm working for Dunkin Donuts	M&M paint
Radison Hotel	Chatwer
Betham House	Supermarket
Helping Hands Company Inc	Walmart
Wendy's	a body shop
Hotel	airport restaurant
LEO	D'class beauty salon
Kelly's Roastbeef	P.F. Chang
Harvard Folding	Lifecare center of the North Shore
Bakery	Cedar Glenn Nursing home
Spot less cleaner	Garelick Farms
Three sons cleaning	Andover Bandage
Scis Air Security	McDonald's

Dennis's Sweet Onion Ring	Cleantech, Inc.
Supermarket	Fraen Corporation
restaurant	Old Neighborhood
Lynn Bakery	EZ landscaping
Set Tech Company	Hampton Hotel
north reading transportation	Delta Electronics
state garden	The Cheese Cake Factory
bakery	Marshalls warehouse
Flight system service	Old Neighborhood
Bakery	Market Basket
Union Hospital	Unicco.UGL
Medtronic	Hess gas station
Massport	market basket, salem
GE, Lynn	Jimmy's steakhouse
self employed	state garder
Traditional breads company	Bravo Night Club and Sports Bar
Enterprise Demarkes	Andover health care
Mass General Hospital	Emerald Inc.
BN	Garelick Farms
Dunkin Donuts	store

<b>Where do you work (city/town)? (Primary Employment)</b>			
53 Response(s)			
Lynn	14	Chelsea	1
Boston	5	Everett	1
Danvers	5	Lexington	1
Beverly	4	Lynnfield	1
Saugus	4	New Hampshire	1
Peabody	3	Salisbury, MA	1
Salem	3	Somerville	1
Burlington	2	South Boston	1
Reading	2	Winthrop	1
Cambridge	1	Woburn	1

<b>For this job, how much do you earn hourly? (Primary Employment)</b>		
	<b>Number of Response(s)</b>	<b>Response Ratio</b>
\$8.50 - \$10.00 per hour	63	31.5%
\$10.01 - \$12.00 per hour	24	12.0%
\$12.01 - \$14.00 per hour	11	5.5%
\$14.01 - \$16.00	13	6.5%
More than \$16.01	9	4.5%
No Responses	80	40.0%
<b>Total</b>	<b>200</b>	<b>100%</b>

<b>Do you have another job?</b>		
	<b>Number of Response(s)</b>	<b>Response Ratio</b>
Yes	21	10.5%
No	104	52.0%
No Responses	75	37.5%
<b>Total</b>	<b>200</b>	<b>100%</b>

<b>What is your job title? (Secondary Employment)</b>			
17 Response(s)			
Bussing tables	1	Landscaper	1
Carpenter	1	making food	1
Cleaning	1	monitor	1
Executive chef(cuisine)	1	personal care	1
Health care worker	1	Phlebotomist	1
HHA/PCHM	1	Supervisor	1
Homemaker	1	usher	1
House keeper	1	Waitress	1
Interpreter	1		

<b>Who is your Employer? (Secondary Employment)</b>	
14 Response(s)	
K.B.S	Multicultural Home Care
NOrth Reading Lynnfield taxi Inc.	Steam Hill Restuarant
Visions Medical Center	Cooperate of health Services
Multicultural Homecare	McDonald's
Anodyne	Ipswich Country Club
Self employed	Bickford's
cinema-revere	Salem Hospital

<b>Where do you work (city/town)? (Secondary Employment)</b>			
8 Response(s)			
Boston	1	Revere	1
Burlington	1	Salem	1
Ipswich	2	Woburn	1
New Hampshire	1		

<b>For this job, how much do you earn hourly? (Secondary Employment)</b>		
	<b>Number of Response(s)</b>	<b>Response Ratio</b>
\$8.50 - \$10.00 per hour	6	3.0%
\$10.01 - \$12.00 per hour	4	2.0%
\$12.01 - \$14.00 per hour	3	1.5%
\$14.01 - \$16.00	3	1.5%
More than \$16.01	1	<1%
No Responses	183	91.5%

<b>Total</b>	200	100%
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<b>Do you have another job?</b>		
	<b>Number of Response(s)</b>	<b>Response Ratio</b>
Yes	0	0.0%
No	20	10.0%
No Responses	180	90.0%
<b>Total</b>	200	100%

<b>Do you like your job (s)?</b>		
	<b>Number of Response(s)</b>	<b>Response Ratio</b>
Yes	100	50.0%
No	24	12.0%
No Responses	76	38.0%
<b>Total</b>	200	100%

<b>Which job do you like the most and why? Which job do you like the least and why?</b>
27 Response(s)
Which job do you like the most and why? Which job do you like the least and why?
Everyone is very nice. I have time for family.
I love the medical field
I would like to move one
like work with people
mee a lots interesting people
it is not easy
I liek both of my job because I can help my spanish people and help the elderly
I like to help customer
Job one - very nice place.
Job two - travel too much
I make my own schedule
I just got this job in January and I'm very happy!
I wish it was FT.
Sometimes I work all day for \$15
I like this job because I make money. I have a car 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'm working and I'm able to pay my bills
I like my job because I am able to support my son
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.
Because I like what I do.
I need learning more
The job is hard and doesn't pay good.
I have good benefits and sick days and holidays

because I practice my English
I like the Hospital most because of the better pay and benefits.
I like all parts of my job
food prep-cook- wash dishes. I do whatever they need me to do.
I love my job because I'm very good at it! I make a lot of \$.
I see many people.
Sometimes when it is not busy, I go home.

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	98	49.0%
No	23	11.5%
No Responses	79	39.5%
<b>Total</b>	200	100%
66 Comment(s)		
because there are no more opportunities		
more hours		
because the managers have more responsibility		
botte oportunite		
Too much hours		
A superintendant		
Nothing I love my jobs and I make more money than other local jobs		
a nurse		
Supervisor		
a lawyer		
more education		
have better job		
dental assistant		
home health aide		
I'm fine		
I'm fine		
a nurse		
A teacher in an elementary school		
I'm fine		
Open my cleaning company		
because my job is not far from my home		
I would like to work at a hotel or an airport		
I want to work only daytime		
computer networking		
A medical interpreter		
Forman		
Employee of General Electric		
I hope to become a social worker		
Bank teller		
medical assisting		
Get more benefits		
I hope to become a translator		
a radiologists tech		

I hope to become a registered nurse
To own my own business
I am happy with being in the gang
It will be more work and more money
I'd like a better job to get more money
Because my job is too hard
I want to become thecnician
Another because my job is not easy
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.
I would like FT but I only have PT job
A hair stylist
more money
Something in the medical field
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.
I am good at and like what I do.
I'm happy to work and I have limited English and I like my job and my co-workers
I hope to become a nurse
I hope to become a plumber or electrician
I hope to become an electrical engineer
I want to make more money. I am happy I'm working but more money would be great!
Cashier at Market Basket
I would like to work in a store
I hope to become a technician.
I hope to become a nurse in the hospital.
More money.
I hope learning more English for translate for make more money.
I hope to become an electrician
because I like my job
Because I feel good where I'm working.
Because I like my job.
Because I feel ok in this job.
Nurse
an electrical engineer
What is keeping you from moving into a better job?
?
?
It's a new job
problem with english
?
?
?
opportunity
no reply
No answer
I do not have proper documents
I do not have proper documents



I don't have proper documentation
need more money
lack of proper documents
?

<b>What is keeping you from moving into a better job?</b>		
	<b>Number of Response(s)</b>	<b>Response Ratio</b>
Family responsibilities	32	31.6%
Lack of transportation	8	7.9%
Need education/training	62	61.3%
Medical/health issues	4	3.9%
Other	16	15.8%
<b>Total</b>	<b>101</b>	<b>100%</b>
16 Comments		
?		
?		
It's a new job		
problem with english		
?		
?		
?		
opportunity		
no reply		
No answer		
I do not have proper documents		
I do not have proper documents		
I don't have proper documentation		
need more money		
lack of proper documents		
?		

<b>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.</b>		
	<b>Number of Response(s)</b>	<b>Response Ratio</b>
Yes	61	30.5%
No	12	6.0%
No Responses	127	63.5%
<b>Total</b>	<b>200</b>	<b>100%</b>
50 Comment(s)		
I would like any job with any pay because I am dreadfully poor.		
Hospital or clinic or any health dept.		
If I have enough health in that moment, I would like to grow flowers		
Medical assistant		
Insurance company		

Service/whatever
I would like to take care of children
store, hospital, home, market
I don't know where. I somewhere with good benefits and salary. I can do every work.
Medical - sterilizing equipment
Counter. I have a certificate USA
Hotel
CNA or HHC
Ophthalmic technician assistant
I don't know anything
massage therapist in a doctors office
beauty salon
customer service
machine operator or assembly company
mechanicak assembler for airore space
security guard or parking attendant or other job
clinic
medical billing, files office or administrative assistant
Homeworker, personal care, or sales person
CNA
Medical assistant
daycare
Medical billing and coding or Dental assistant
daycare
Restaurant Waitress
Receptionist
Human Services, Would like to work with homeless populations.
CNA, Restaurant, cashier, front desk
I have a daycare license but I don't have any children to take care of.
daycare
daycare center
ophthalmic assistant
Any work. I am good with computers and web design. I need money for my family.
As long as I can use my hands
medical billing
I would like to work at GE
I would like to be a teacher
I would like to work in a hospital.
Cashier
But I need a job for weekend, because I study full time.
Hospital
Cashier or anything else
receptionist, dental assistant, other
store
I receive transitional assistance. Iwant to work but I am unable. I have limited physical ability. I have arthritis and back problems. I am unable to do physical labor.

What is keeping you from working?		
	Number of Response(s)	Response Ratio

Family responsibilities	24	36.3%
Lack of transportation	9	13.6%
Need education/training	31	46.9%
Medical/health issues	12	18.1%
Other	9	13.6%
<b>Total</b>	<b>66</b>	<b>100%</b>
9 Comments		
Don't have proper id because my liscence was suspended and I can't afford it		
in a training program		
retired		
?		
I'm retired		
need GED for this job		
not listed		
?		
?		

<b>Are you an immigrant? If yes, please tell us what your occupation was in your home country in the comment section.</b>		
	<b>Number of Response(s)</b>	<b>Response Ratio</b>
Yes	132	66.0%
No	30	15.0%
No Responses	38	19.0%
<b>Total</b>	<b>200</b>	<b>100%</b>
127 Comment(s)		
Are you an immigrant? If yes, please tell us what your occupation was in your home country in the comment section.		
Pharmacy assistant		
Student		
student		
National Insurance Company Clerk		
I worked as a security guard in Puerto Rico		
saleswoman		
electric installation and general construction		
Sales in a company		
I worked pharmacy accounts		
I worked in a cardboard company		
I was the secretary in a cinema		
I was a seamstress in a factory		
secretary		
receptionist		
Housekeeper in private homes		
businesswoman		
artist painter		
Programmer engineer		
engineer and teacher		
Worked at the front desk of a hotel.		
Cashier		
secretary		

Chemist in lab
Owned a family business
graphic designer
63 years (masters business- 31 in the making)
Home maker
student
Secretary
South Sudan
accountant, manager in social security administration
secretary
hairdresser
I worked as a sales person
I worked in secretary
In my country I was social worker
I used to be a pharmacy technician
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 receptionist
I used to be a car seller
Dental assistant
I used to be a cook
Teacher, educator, social worker
making clothes
House wife
student
student
student
n my country I had an occupation in management
study go to school
Secretary and Manager assistant
Hotel and restaurant
I fixed the truck and I drived the truck too
I couldn't find work in my country
I am medical products
Family Daycare
I am home health aide
I designed buildings
I was in my home country. I work in my home cook cleen my home cllen my clooths and any think
I am babysitter
Sales person
builder and director
I am driver
Beauty Salon
I went to work in hotel
I was a hair dresser
Cleaning. Hospital. I worked cleaning.
Student

help my parents
Construction for a big company
school
babysitter
garment worker
I worked in a store , I usually did payroll, buy materials, tickets, fiscal etc.
I nurse
Student
Drive tourism
Owned a business
Metals processing
school aide
Student
I was a teacher for very young children
In my country I am assistant administration
Never working in my country. I was a student.
Secretary paralegal
I'm student, I don't work.
secretary
paint the house
I was soldier. In player the baseball.
graphic designer
I worked on computers in Morocco
Student
I worked at a school
I was not working
student
Student
Student. I studied for 9 years in my country.
Electronics Technician
I worked as a waitress. I went to school for 6 years in my country.
Student
I never worked, I was a student. I finished college and five years of Law School.
Accountant
seller
Russia
Cambodia
Mexico
Mexico
Only a student in my country.
secretary
Owned a hardware store
I was sewed in a factory
In my home country my occupation was electrician.
I was a co-pastor in my country
I was a dance teacher and a babysitter.
K - teacher
I was a farmer

Secretary
made clothing by hand and by machine
US aid teacher for unicef - kindergarten and primary
4 year university then taught for about 8 years
I was a student. 8 years.
I was a student in my country
I was a student in my country.
student and work
student
I was a rice farmer in Vietnam.