Needs Analysis Survey

Please take a few moments to complete this survey in an effort to provide NTCC with a better picture of your organization and to identify opportunities for training collaboration. This survey should not require more than approximately 10 minutes of your time. You may complete this survey as a hardcopy and return it to our Workforce Division by following the directions in Section VI of the survey, or you may complete this survey online by going to www.northshorecollege.edu and clicking on “Workforce Division” on the left side of the page and selecting “B&I Needs Analysis Survey”.

I. General

1. How many employees does your organization currently employ?  *Please circle your answers

   Full-time:  
   0-10  11-25  26-50  51-75  76-100  100+
   Part-time:  
   0-10  11-25  26-50  51-75  76-100  100+
   Seasonal/Temporary:  
   0-10  11-25  26-50  51-75  76-100  100+

2. How many new employees has your company hired in the past 12 months?

   Full-time:  
   0-10  11-25  26-50  51-75  76-100  100+
   Part-time:  
   0-10  11-25  26-50  51-75  76-100  100+
   Seasonal/Temporary:  
   0-10  11-25  26-50  51-75  76-100  100+

3. How many vacancies does your organization have that you plan to fill?

   0-10  11-25  26-50  51-75  76-100  100+

   If you are planning to fill positions, what best describes those positions?

   Primarily clerical  Primarily administrative  Primarily maintenance

   Other:  Please describe:______________________________

4. How many employees are planning to retire in the next 12 months?

   0-10  11-25  26-50  51-75  76-100  100+
5. Does your company have a succession plan?  Yes  No

6. What retention efforts are you using to keep employees?  
   Check all that apply:

   _____ Increased Salary / Benefits
   _____ Flex Time
   _____ Productivity / Merit Raises
   _____ Incentives
   Other: ________________________________________________

II. Expansion & Downsizing

1. Is your company planning to EXPAND?  If so, how many new personnel do you plan to hire?

   0-10   11-25   26-50   51-75   76-100   100+   N/A

2. What types of positions will be created as a result?
   List:____________________________________________________________________________________

3. Is your company planning to DOWNSIZE?  If so, how many new personnel do you plan to lose?

   0-10   11-25   26-50   51-75   76-100   100+   N/A

4. What types of positions will be eliminated as a result?
   List:____________________________________________________________________________________

III. Applicant Issues

1. Are you satisfied with the basic job skills of your new hires possess?  Yes  No
   - If no, what specific areas of support are needed?

   ______________________________________________________________________________________
   ______________________________________________________________________________________
2. Regarding new hire and experienced worker training, what short term training may be needed? *Check all that apply for your company

- Customer Service
- Team working/Conflict Resolution/Communication
- Leadership/Management/Professional Ethics
- Basic/Intermediate/Advanced Word and Office suite
- QuickBooks
- Excel
- Basic Electrical
- Crisis Management
- Report Writing (Law Enforcement/Other)
- Spanish in the Workplace

Other:__________________________________________________________

3. In your particular company, do you routinely experience any of these issues during the employment hiring process? Check all that apply:

- Unfavorable Criminal Records from Background checks
- Positive Drug Tests
- Medical issues
- Lack of Technical Skill Training
- Lack of “Soft” or Interpersonal Skills

Other:__________________________________________________________________________

IV. Training

1. Does your organization currently provide any in-house training opportunities for your employees to upgrade their skills? Yes No

If yes, please describe:__________________________________________________________________________________________________________________________________________________________

2. Does your company give preference to applicants that have obtained certifications? (i.e. NCCER, AWS, etc.) Yes No

If so, which certifications does your company give preference to? ______________________________

3. Does your organization send its employees to training providers to improve/upgrade their skills? Yes No

If no, what prevents your company from doing so? i.e. money, time, scheduling? __________________________________________
If yes, which best describes your training provider?

_____Community College/University
_____Online
_____Commercial Training Provider
_____In-house
_____Employee Self-Directed Training?

Other:______________________________________________________________________________

V. Training Considerations

1. If you elect to have NTCC work with you as your training provider, what training schedule would be possible/appealing:

_____A series of “Lunch and Learns” conducted during the work week
_____A full day or more conducted during the work week
_____Late afternoons/Evenings following the work day
_____Saturday half-day or full-day

2. Does your company have a training budget?       Yes       No

3. Has your company ever trained using IWTP funds? Yes       No

4. Have you ever worked with Northshore Technical Community College? Yes       No

If so, in what capacity? __________________________________________________________________

How satisfied were you with your experience?
*Circle one

Not satisfied       Somewhat satisfied       Satisfied       Very satisfied

VI. Contact Information

Northshore Technical Community College is very interested in partnering with you to deliver training to your workforce and ultimately, increase your organization’s productivity and move your company progressively forward. We can assist you in helping your employees obtain IBCs as well as technical skills, knowledge and customer service. Thank you for taking the time to complete this survey in order for NTCC to better serve you.
Once completed please return this survey by email, fax or mail to:

David Lloyd
NTCC Workforce Division
1514 Martens Drive, Suite #4
Hammond, LA 70401
Phone: 985/ 549-3163
FAX: 985/ 549-2127
Email: DavidLloyd@NorthshoreCollege.edu

Date: _________________

Contact Person Completing Survey: ________________________

Contact Person Job Position: _____________________________

Business Name: _______________________________________

Address: _____________________________________________

Phone #______________________________________________

Email: _______________________________________________