

EBI SES Employer Satisfaction Survey

September-October 2017

Number of Respondents: 9

Is consumer in Project SEARCH or another internship at your place of business? Yes 5 No 3

PERFORMANCE

Please check the performance level of your employee/intern in the following areas:

	Excellent	Good	Satisfactory	Poor
Attendance	7	2		
Punctuality	7	2		
Interactions with co-workers	5	4		
Use of break/lunch time	5	2		
Grooming	5	4		
Motivation	6	2	1	

If applicable, identify goals you'd like to see EBI address with your employee/intern during the next year.

- "I would like to see M.'s confidence continue to grow and be more trustful/tactical with her strategies in various administrative situations."
- "S. was dependable, great at communicating schedule, and extremely motivated."
- "S. is doing an excellent job. I would just like to see her continuing to use her calendar to break down her tasks and more specifically filing."

Comments/Suggestions:

- "S. was considerate of sharing office space, even being mindful/respectful of my need for privacy throughout the day to pump."
- "C. is doing an amazing job and is picking up really fast."
- "T. is improving a lot. He is motivated and engaged in his work. Keep up the good work!"
- "Improving accuracy of work being completed. The do's and don'ts of social interactions."
- "W. has been a great addition to our staff. He is motivated and offers suggestions."

STAFF

Please check the performance level of EBI Job Coach(es) in the following areas:

	Excellent	Good	Satisfactory	Poor
Professionalism	8	1		
Responsiveness to employee/intern needs	7	2		
Responsiveness to employer questions or concerns	7	2		
Adequacy of time spent at the job site	7	2		

Comments/Suggestions:

- "Colette is an amazing help and very easy to work with."
- "Larry is always present and interacting with T. and keeps him focused on his job."

- “I am grateful for the check-ins that I have with Terrell so that we’re able to support M. in her role better and identify and celebrate her progress.”
- “Stephanie is great at being available for checking and being a great support to S. when her filing becomes overwhelming.”
- “Ginny has been excellent. She balances our needs with W. and always has his back – i.e. she makes sure he has the time and space he needs.”

OVERALL RATING

Have you ever worked with a Supported Employment/Internship Program before working with EBI?
 [1] Yes [8] No

What are you most satisfied with about EBI’s Supported Employment/Internship Program?

- “The interaction and support first hand.”
- “I enjoy S.’s attitude and the energy she provides in the office.”
- “I am most satisfied with seeing M.’s independence growing and just working collaboratively with her job coach.”
- “Their calling to place you with an intern that best suits your department’s needs.”
- “How efficient Colette is with explaining. I also love how eager C. is to learn. It shows when he performs.”
- “There were a lot of files that had been backed up for years. S. cleared it all out within weeks!”
- “J. (as an individual) is an exceptional person. She came with these traits, so that is a compliment to her. What I can say about the program is that they paired/complemented her with the perfect coach.”
- “Either we just got really lucky with the two people involved, or the program is really well thought out (or both.)”
- “How they trained them/teach them.”

What area(s) do you think EBI needs to improve in?

- “N/A.”(2)
- “Nothing.”
- “No comment.”
- “M. is involved with many of EBI’s programs where roles can become blurred, so it’s just good practice to continue to make and operate in a way that’s more defined.”
- “This is my first experience with the program. At this time I have no opinion.”
- “Providing more training and onsite job coaches for the EBI individuals that have been hired.”

How would you rate our service overall?

1 2 3 (1) 4(2) 5(6)
 Bad -----Excellent

Please include additional comments, if you’d like, in the space below or on the back of this page.

- “Lori Kotsonas and Tom Heinz really helped us prepare for this internship. We appreciate all the work they put in to smooth the way.”
- “I love the program and what you guys offer. The team we have here is great and friendly. They are awesome people to work with!”