

**TO: Youth Council**

**DATE: 6/16/10**

**FROM: Youth Council Staff**

**For Discussion**

**For Action**

**For Information**

**SUBJECT: EMPOWER Workshops Customer Service/Evaluations**

**PROPOSED MOTION(S): Information only.**

**DISCUSSION: At the request of the Youth Council, Merced County Office of Education (MCOE), the sub contractor of the Out-of-School Youth Program, has provided the attached customer service reports. MCOE staff will present and discuss the data presented.**

**ATTACHMENT(S):**

**Empower Program Participant Evaluation Summary**

**Empower Workshop I - Participant Orientation Evaluation Summary**

**Empower Workshop II - Participant Evaluation Summary**

**Empower Workshop III- Participant Evaluation Summary**

# EMPOWER Program

## Orientation March 05, 2010

### Participant Evaluation Summary

	YES	NO
<p>1 Was there any other information that you believe should have been covered in today's orientation?.</p> <p>If yes, what other information did you need?  <b>I would have liked to cover the employment process a little more, but I'm sure it'll be addressed later,</b></p>	<b>1</b>	<b>59</b>
<p>2 Do you feel that the "Next Steps" were clear and understood by the participants?</p> <p>If no, what are your suggestions?</p> <p><b>No suggestions.</b></p>	<b>58</b>	<b>2</b>
<p>3 Do you have suggestions regarding the orientation materials, (handouts, folders, powerpoint, refreshments, incentives, ect.?)</p> <p>If yes, please explain  <b>All the material that we had ran through weren't provided in the folder, unprepared.</b></p> <p><b>You guys need better snacks/ cookies</b></p> <p><b>For the people who get headaches, a bottle of Asprin.</b></p>	<b>8</b>	<b>52</b>
<p>4 Did you feel adequately prepared for your role during the orientation session?</p> <p>If no, please explain:  <b>I was told I was different.</b>  <b>Learned I need my social security card and ID</b></p>	<b>55</b>	<b>5</b>
<p>5 What did you like the most about this orientation?</p> <p><b>That Toulou and Cindy are so good at explaining information</b></p> <p><b>Food</b></p> <p><b>Advisors were real respectful and clear about the information</b></p> <p><b>Not much.</b></p> <p><b>The instructors smiled the whole time and made me feel "welcome"</b></p> <p><b>The information that was given out &amp; icebreakers.</b></p> <p><b>The number Game.</b></p> <p><b>The way they explained how we can succeed in our careers</b></p> <p><b>All of it</b></p> <p><b>The way the advisors explained everything.</b></p> <p><b>Nothing</b></p> <p><b>The respect</b></p> <p><b>Everything</b></p> <p><b>It is a very positive program for a better future.</b></p> <p><b>"Hands on" and meeting new people.</b></p> <p><b>Games and powerpoint</b></p> <p><b>The overall information that was given</b></p> <p><b>That this program will help me</b></p> <p><b>They explained everything</b></p> <p><b>They gave me lots of information</b></p> <p><b>Very knowledgeable</b></p>		

## Interactions

The people doing the presentaion and the presentation itself

You made it very understandable.

The answers I got

The slideshow

Very friendly and thorough

Went throught the whole program what Empower is

it wasn't boring

You made me feel welcomed

The advisors personality and they were clear about everything

Everything was well explained

The games, I loved the games!

The ladies preforming, they were very nice.

I can understand the program

The speakers were respectful and kindful. "Thank you!"

Very positive energy and staff's dedication is obvious.

It's going to teach us a lot.

The way the information was presented.

Speakers were enthusiastic

The ladies were really outgoing

The interactions and the detailed discription on the agenda.

6 What did you like the least about this orientation?

*The amount of time it took.*

*Nothing.*

*Sitting down for a long period of time.*

*The awkwardness of the other participants.*

*Nothing.*

*All the talking*

*The break*

*A lot*

*The length, but there was a lot of information so not much yc*

*Nothing really*

*The way some people acted while others were talking.*

*information*

*Not enough time*

*Everything.*

*Everything was very much interesting..*

*The two guys in the back wouldn't stop talking ANNOYING!*

*The people being rude.*

*The time.*

*The icebreaker*

*That is going to take a long time.*

*No kool-aid*

*I really didn't find this orientaion the least interesting.*

*Not sure.*

*Time*

*How long it was, my butt went numb.*

*Nothing it was a great orientation*

*It was long but its okay.*

*I dislike the uncomfortable feeling at the beginning of the orientation.*

*I liked everything about the orientation.*

*Can't think of anything*

*Its too long*

7 Do you have any suggestions on how to improve the EMPOWER Orientation?

*No*

*Make your orientation funner.  
Encourage more group discussions.  
No, I like it the way it is.  
Everything was fine.  
Not really it was overall pretty good.  
Don't be afraid to tell people to pay attention.  
You guys have everything ready for the next steps.  
More games  
It's fine  
You guys should have a kool aid jar.  
Not sure, food*

**Offer evening workshops for students who are considered "at risk" and desire employment.**

8 Do you have friends who might be interested in participating in the EMPOWER Program? Please list their names and phones

**Name Phone Number**

**Additional Comments:**

*Great teaching and imformative atmosphere.  
Im glad to be in a program so wonderful  
Thanks for smiling so much  
Wonderful  
Great job!  
This sucked  
Thanks  
I liked it, kinda  
Thank you!  
Thanks  
I liked it and want to come back  
You guys are really fun  
I loved how the two women were interacting with eachother t  
Great orientation and awesome program. Your outcomes are*

# EMPOWER WORKSHOP I

## Participant Evaluation Summary

March 12, 2010

TOTAL NUMBER: 26

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### **I learned:**

- What type of learning style I have.
- Teamwork, communicating with others.
- How to keep an egg from crashing.
- How to keep an egg from crashing.
- How to work with people.
- Eggs aren't very strong no matter how you do it.
- How to protect an egg and that I am a naturalist.
- That I am an intrapersonal learner.
- Communicating and teamwork.
- How to communicate with others and really put that 100% in.
- Lots of new things.
- How to make a space ship with an egg.
- Honesty, integrity, loyalty.
- More of what were gonna experience in the workshops.
- Being responsible is the most important thing for a job.
- About the value of others opinion to my work.
- To listen and communicate ideas to our team mates.
- The egg will most likely break and team work is very important.
- That you have to respect everyone.
- About teamwork.
- Well we experienced team work.
- How to work as a team and that you need everybody so the team can be successful.
- Teamwork is important.
- To work as a group.
- How to work in a team with strangers.

### **I appreciate:**

- The slides and the handouts
- The girls explaining everything step by step
- What some people drew and how nice their posters were.
- The respect that my teammates showed me.
- Good.
- All the help that all the people and staff help with.
- The food and the help Empower gives me.
- Communication and teamwork was sp effective.
- That my group worked great together.
- Teamwork.
- The snacks that I ate.
- The movie.
- How the staff was respectful.
- Them helping us.
- The ways team effort was encouraged and expected.
- Everyone attempting to participate and give they're ideas in discussion.
- Food and snacks and how helpful the facilitators were.
- The respect I receive and the snacks.
- How the teachers were very nice.
- The fact that you guys are trying to make it fun.
- The teamwork.
- That there's a lot of respect.
- The fun and respect we all had.
- The tasks weren't bad.
- The fun of the egg project.

### **I didn't know:**

- That I was a musical learner.
- I was an interpersonal and intrapersonal.
- So many people could come up with such creative names.
- That all the tape that we used it would still break.
- How easy it is when working with people.
- How not to get the egg cracked.
- That communication and teamwork was so effective.
- Why we couldn't pick our own group but it was better to work with people you don't.
- That teamwork was important.
- Which "multiple intelligence" I was.
- That you would only work at your given job for a limited time.
- I don't know.

- That someone could make an egg rocket that didn't break.
- Any people or what games were to come.
- How important communicating is.
- That an egg can be protected from breaking with tape and straws.
- That program was gonna be fun.
- How to make it where you can drop an egg without breaking it.
- How much fun we would have.
- Signing someone in is illegal.
- What was the point of the dollar activity?

**The most important thing to remember is:**

- That I shouldn't be late to work.
- I am responsible, committed to working.
- As long as you work together (teamwork) it doesn't matter if you win or lose.
- More teamwork.
- Teamwork
- Always be respectful at all times and be willing to help.
- Be true to yourself.
- Be a responsible worker.
- Communication and teamwork.
- To always be respectful and put my input.
- To do responsible.
- Was when we dropped the eggs on the ground.
- Honesty.
- Teamwork is everything.
- Without teamwork and vigilance tasks are extremely difficult to complete.
- Teamwork and communication is key. w/o that your team is lost.
- Have patience.
- That you have to work as a team.
- The Big 5.
- Respect and the big 5 rules.
- The good ethics.
- To be successful.
- Be on time.
- Communication.
- Have patience.

**I look forward to:**

- The new skills I can apply to myself.
- Doing more activities.
- More activities that involve drawing.
- Doing it again.
- Working with people.
- The future I hope to have a job and soon after join the navy.
- Getting paid.
- Completing the program.
- Communication and teamwork.
- Working with other groups.
- Learn more things.
- Work experience and some work hours.
- Getting a job.
- Getting to know the staff a lot better and getting a job of this experience.;
- Learn more job skills.
- Continuing the program with the same group and creative staff.
- What else the program has and to actually meet and know new people.
- Finding a job after I complete my hours.
- To learning a lot more things.
- The Real Game.
- More fun games and a JOB!
- Getting a job.
- Using the skill I learned Thursday and use them in the future.
- The other workshops.
- Learning more knowledge and getting my job.
- Some how, some way getting a job.

**Are there any changes you would suggest to make this workshop better?**

- No.
- No.
- More learning involving homework/ reading.
- Tissue.
- No.
- Not much the workshops are great and working.
- No, its perfect.
- None at all.
- No, I really liked the workshop.
- No.
- None.

- Organization.
- No.
- No.
- Maybe one more team building exercise.
- Just to let there be more time to communicate and to get to know the other participants.
- People yelling at the same time.
- No, but the chicken thingy was weird.
- No.
- As of right now ummmmm no.
- No.
- No.
- No.
- Music.
- I feel like some activities drag along.

### **What was your opinion of this workshop?**

- I like the activities
- It was fun the girls did a good job.
- Too many games.
- It was fun.
- That I learned a lot about getting jobs and how to keep them.
- Good I had fun and met new people.
- It was fun and different.
- Efficient.
- It was a good ice breaker and a chance for everyone to step up.
- Nothing it good.
- It was kind of fun.
- It was interesting
- It was pretty interesting to interact with others.
- Fun made new friends.
- A very unique was to build teamwork, very well crafted.
- It was fun interacting with other people. Funny to see how people think.
- It helped me realize to figure out a way to get things done.
- It's pretty cool.
- I had fun with Workshop 1.
- I like them.
- It was ok.
- It was a very good workshop.
- Exciting.
- Not bad.

**Were the facilitators professional in this presentation?**

- Yes
- Yes.
- Yes.
- Yes very.
- Yes.
- Yes very much so. And also helpful with everything.
- Yes.
- Yes the facilitators were professional.
- Most definitely.
- Yes, everyone took it seriously and was very professional about our presentation.
- Yes.
- Yeah.
- Yes.
- Helping us.
- Yes.
- Very much so.
- Yes.
- Yes very professional.
- Yes, yes they were.
- Yes.
- Yes.
- Yes.
- Yes.
- Yes.
- It was decent.
- Yes.

**Do you have friends who might be interested in participating in the EMPOWER Program? Please list their names and phone numbers.**

**Name:**

- Blanca Alcaraz
- Rosanne Camanza
- Victor Jaimes
- Michael
- Elizabeth Mora
- Mitchell Ruiz

**Phone:**

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- (209) 725-9543
- (209) 819-0028
- (209) 230-2012
- (408) 483-48742

# Real Game Workshop II

## Participant Evaluation Summary

### March 19, 2010

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#### **I learned:**

- About gross pay.
- Taxes are a lot.
- How much expenses would be if I moved somewhere out of Merced.
- A lot about jobs that I like.
- A little more about my talents.
- A little more about job search.
- How to look for a job and how much it will really cost to live on my own.
- How to look for a job.
- How much time you spend each week on working, sleeping, and hanging out.
- How expensive things in other counties can be.
- Lots of things.
- That there's a lot of education needed to get a good job.
- A lot.
- How to better budget my time and money.
- That life is very expensive.
- How life is really going to be, it's not no fun and games.
- How to be positive and how to look for a job.
- That jobs are hard to find.
- More about the job I am seeking and how much money they make.
- What jobs fitted me best. How much I would have to make to live.
- A lot about team work with getting a job.
- What I need to become a teacher.
- What kind of person I am.
- About budgeting, education, the reality of life and about myself.
- You have to spend money wisely and for monthly bills are expensive.
- What job values I appreciate the most.

## **I appreciated:**

- All the snacks we get.
- The internet time.
- The hot dogs were delicious.
- How respectful you guys were and you guys were nice.
- The small group interaction.
- The teachers.
- The time Empower takes to help me out.
- How I was introduced to the reality game.
- The things that I learned this past week.
- The individual help. The communication.
- Everything.
- The time spent teaching us about our careers.
- Everything.
- The fact that the staff tried all the way through.
- The value of a good education.
- All the support and respect the advisors gave us.
- All the advisors that put their time in to helping me getting where I need to be.
- Taking the assessment.
- The people that are helping find a job.
- The teachers and especially Lyalla!
- How much help we get from all the staff.
- That the advisors were willing to help me every time I need it.
- The help when I needed it and all the different types of services.
- The help from the educators.
- The girls being patient and helpful with us.

## **I didn't know:**

- It costs so much to live on your own.
- Housing was so expensive.
- How much extra it would cost to have a child.
- About Merced mall employment.
- Merced city website.
- That this process is so long.
- How much it cost to live on your own.
- That there were so many payments you have to do when you are on your own.

- There were a lot more websites to look for jobs.
- Lots of things.
- That RNs make a lot of money.
- All of this.
- I would learn this much.
- That there is still such unfairness in payroll between males and females.
- How hard it was going to be to live on your own.
- What it tool to be in the real world.
- About indeed.com
- Much about getting a job and how hard it is.
- How to look for a job online but how I do.
- About taxes and budgeting.
- How much it taxes just to buy things I need in a moth and bills.
- How many websites there where to find job opportunities there's a whole lot.

**The most important thing to remember is:**

- You can do anything you put your mind to.
- That there is a job out there for everyone.
- To pick a job that I enjoy doing.
- How to log onto Cal Jobs.
- Username and password.
- To be cool.
- To focus and work hard.
- Plan everything out.
- Keep realistic.
- Everything.
- Keeping your options open.
- Everything.
- To keep on trying.
- To make a lot of money and know what to do with it.
- Always be ready for anything.
- Always believe in myself.
- To always be on cite.
- What we did today.
- Always be on time and respectful.
- The respect they were giving.

- How to act.
- Everything.
- You have to go out to school and work hard to make good money.

**I look forward to:**

- Starting a career.
- Having a career.
- To getting to the job stuff, doing a resume and etc.
- Learning new skills and getting a job.
- Next set of workshops.
- Getting a job.
- Getting a job.
- Eating again at the next meeting.
- Be well organized.
- Getting a job and having/getting a good career.
- The future.
- Getting a job.
- All of this.
- Progressing through this program.
- Getting a job.
- Having my dreams come true.
- Completing this workshop I, II and get the training I need and where I want to be.
- Getting to work on a job site.
- Find a job as (fireman).
- Coming to next week's workshop.
- Next week's workshop 3.
- Working with Cyndie because she is my advisor and she seem really nice.
- Getting a job.
- Keep coming till I'm settled and educated.
- The next workshops on resumes and the interview
- Coming to the next work shop.

**Are there any changes you would suggest to make this workshop better?**

- No
- None.
- I wish there was a completion time so when we finish we can leave.
- Nothing.
- No, spin game; large groups make it way harder.

- No.
- No.
- Get more hands on experience.
- None.
- Have the instructors to talk less about personal things and focus more on the task.
- No.
- None.
- Maybe hour less.
- Nope. You guys are great!
- No.
- No.
- N/a
- Nothing.
- No.
- No it was very fun and fast paced.
- No well the only suggestion I want to make is that the explaining thing quick and people were getting off task.
- Less time.
- No.
- No.
- I think the staff made the workshop fun.

**What was your opinion of this workshop?**

- It was alright the end was the best.
- Was presented very well.
- I like the other workshops better, more hands on.
- Good.
- It was mostly okay.
- Fun.
- I like it.
- It was fun.
- It was very informational and fun.
- Informative. A little annoying because again, the instructor was off task too much.
- Don't.
- It was very interesting.
- Great.
- I liked it.
- Very helpful in giving good insight.

- Fun and surprising.
- I like everything.
- Good.
- Good.
- It was fun, hot, boring, and educational.
- That it was helpful to me and it was fun at the same time.
- It's the best.
- I like how we did the Cal jobs. I never did it before.
- It was fun Lyalla was very helpful.

**Were the facilitators professional in their presentation?**

- Yes very.
- Yes.
- Yes, very. Not boring at all.
- Was good.
- Yes.
- Yes, yes they were.
- Yes always.
- Yes they were.
- Yes.
- Somewhat.
- Yes.
- Yes.
- Yes.
- Yes very much.
- Yes.
- Yes.
- Yes.
- Yes.
- Yes very.
- They were completely professional.
- Yes.
- Yes very!
- Yes they were.

# EMPOWER Workshop III

## Participant Evaluation Summary

### March 26<sup>th</sup>, 2010

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#### **I learned:**

- What to expect at an interview.
- How to be professional at an interview.
- How to properly present myself and how to be confident about my resume.
- How to talk to the employer.
- What to say at an interview.
- That modern life isn't as easy as it seems on the surface.
- How to appreciate the small things in life and how that can help me serve in the work world.
- How to make a professional portfolio.
- How to dress and act in an interview.
- How to interview with confidence and how to look for a better job/career.
- That I'm great in an interview.
- A lot about interviewing and how to get a job.
- How to do a great interview.
- About how to properly engage in an interview.
- How to fill out an application and do a good resume.
- A lot
- About how much it takes to do well in an interview.
- Lots of things.
- How to perform in an interview.
- How to find a job and how to talk to people.
- What I needed to know on going to an interview.
- A lot!!!

**I appreciated:**

- The videos and the questions that you gave us to learn.
- The way the advisors took the time to help us with our resumes.
- The pointers and encouragement from the instructors. Very helpful. 😊
- The help from the advisors.
- The workshop.
- The time spent by the instructors to make sure that everybody understands.
- The fact that EMPOWER can help me with everything.
- The help from my advisor.
- How nice the girls were.
- Lyalla, for her understanding and being patient with me and the other advisors.
- All the help that I got.
- All the help you give us and when we don't understand, you help.
- All the help and dedication from all staff.
- The help they gave me
- A lot.
- That I was treated as an adult.
- Everything we did.
- The help received to help with the interview.
- For the help.
- The respect and love that the advisors showed us.
- Everything that the EMPOWER PROGRAM assisted me with.

**I didn't know:**

- How important eye contact is.
- How to word my skills or qualifications or work them into my "Tell me about yourself" So, working on that.
- The handshake thing.
- How to make a cover letter.

- Exactly how much money gets taken away by taxes.
- That to get a job and fill out applications that it's so long.
- How to professionally present myself until now.
- How much preparation we have to do for an interview.
- How important an interview is.
- It was hard to actually get a job and how much you got to work.
- That saving awards from previous employment can help with a portfolio.
- That the interviews were going to be easy.
- A lot
- That I have all the skills I have.
- A lot of things.
- How comfortable I felt interviewing.
- If I'm going to find a job.
- How hard and scary interviews are.
- That the program was a good experience and hopefully it works.

**The most important thing to remember is:**

- Good handshake and good eye contact.
- To make a good impression.
- Be prepared. Know the job description and memorize your qualities.
- Be yourself.
- To know your skills.
- One needs to be ambitious to succeed.
- To have fun and all the workshops.
- Everything.
- To be professional because were representing our advisors.
- Always have a positive attitude.
- Everything that I learned.
- To always be respectful
- An interview.

- Act proper at an interview.
- To be calm and confident in an interview.
- A lot
- Always be on time.
- Be responsible.
- Be professional
- How to find a job.
- Always stay on your toes/
- To be confident and ready for the outcome.

**I look forward to:**

- My real interview and to start my new job.
- Being enrolled to the EMPOWER PRGRAM.
- Actually focusing on a career path. Just getting acknowledgement from the instructors makes me feel more comfortable and optimistic.
- Getting a job.
- A good job.
- Obtaining a job.
- Work experience and having EMPOWER'S support.
- To keep working with my advisor.
- This great opportunity EMPOWER is offering us.
- Achieving my goal I came here for.
- Working with my advisor.
- Getting a job and being able to help out my mamma with the bills.
- Using this info. Later in life.
- Future help, as well a successful interview.
- Use these skills and use them in the future.
- A lot
- Getting a part time job.
- Everything.
- Getting a job.
- Finding a job.
- Getting a job.

- Getting a job and making my way to a career.

**Are there any changes you would suggest to make this workshop better?**

- No
- No, this workshop was awesome.
- Nope, it's perfect! Keep it up! 😊
- Just to give us a longer break.
- No, not really, you helped us with everything.
- No, it is a great workshop.
- No, the way the interview is conducted was intimidating enough.
- Stranger interviews would be best.

**What was your opinion of this workshop?**

- It helped me prepare for interviews.
- Awesome and very helpful.
- A good experience.
- Good.
- Very helpful and insightful.
- Grateful 😊
- It's a really good program.
- I loved and enjoyed it.
- Great
- We had fun doing all the activities.
- Friggin awesome.
- It was very helpful.
- A good learning experience.
- It was helpful.
- Wonderful

**Were the facilitators professional in their presentation?**

- **Yes**
- **Very much so, yes**
- **Yes**
- **Yeah**
- **Yes**
- **I loved them!**
- **Yes**
- **Yes, but some were rude.**
- **Yes**
- **Yes**
- **They were 100% professional with everything.**
- **Of course.**
- **Heck yes!**
- **Yes! Very!**
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**Do you have friends who might be interested in participating in the EMPOWER Program? Please list their names and phone numbers.**

**Name:**

**Phone:**

**Genaro**

**349-8852**

**Chong Cheng**

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**Myranda Seibert**

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