

TO: Youth Council

DATE: 8/13/03

FROM: Youth Council Staff

For Action

For Information

For Discussion

SUBJECT: Youth Opportunity Program Customer Survey

PROPOSED MOTION(S): Information Only

DISCUSSION: The Youth Opportunity Program (YOP) Customer Satisfaction Survey is used at the end of the program to measure participants' level of satisfaction. At completion, the majority of participants have graduated from high school. They have achieved at least one goal in skill attainment or work readiness, but often they attained 3 goals per year. A mentor has been assigned to help them achieve these goals and plan their future beyond high school.

Mentors assure participants that their feedback is confidential and they need not include their name. They complete the survey, seal it in the envelope, and give it to their mentor, who submits it with the WIA exit paperwork. In August, all YOP staff will review these results to see how they can better serve participants.

YOP partners who provide student mentoring are:

**Merced County Office of Education/Regional Occupational Program (MCOE/ROP)
Employment Development Department (EDD)
Merced Union High School District (MUHSD)
Jobs for California Graduates (JCG)
Dos Palos Oro Loma Unified School District (DP/OLUSD)**

ATTACHMENT(S): Survey and results will be available at the meeting