

# **COOK INLET TRIBAL COUNCIL PARTNER FEEDBACK REPORT**

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Prepared by IMAGO

2021



## INTRODUCTION

The Employment and Training Services Department of Cook Inlet Tribal Council (CITC) uses IMAGO's digital lessons with their program participants to improve their employability skills. This curriculum is intended to support CITC's goal to assist participants in achieving self-sufficiency by helping them enhance their communication and life-management skills.

To verify and improve their training systems, CITC and IMAGO co-designed and distributed a survey during the summer of 2021 to study industry partners' needs and priorities pertaining to their workforce, and feedback on their experience with CITC placements.

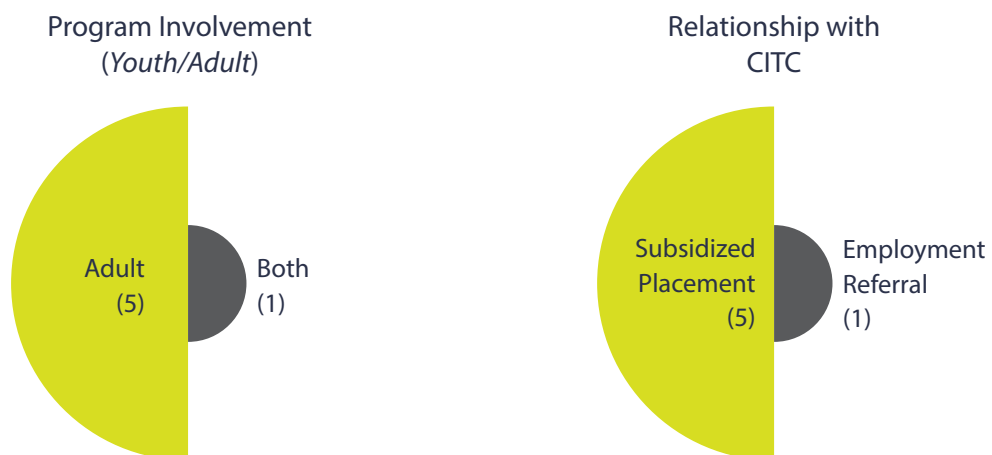
This study aims to answer the following questions:

1. What skills do CITC's industry partners value?
2. Are CITC placements meeting the needs of organizations?
3. Are there any other types of training that CITC's industry partners want?

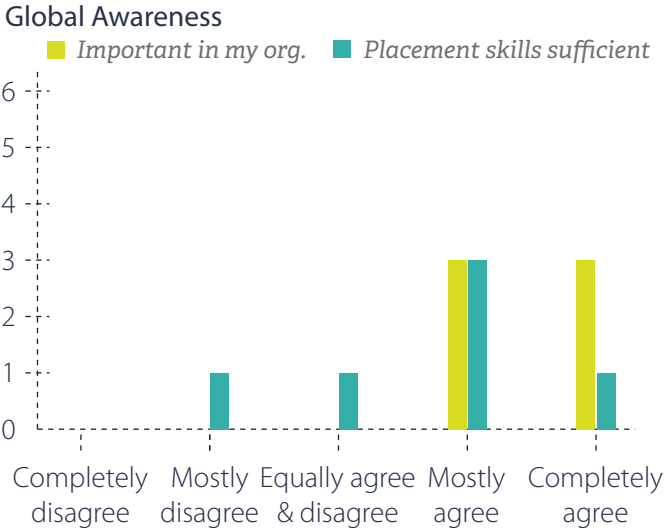
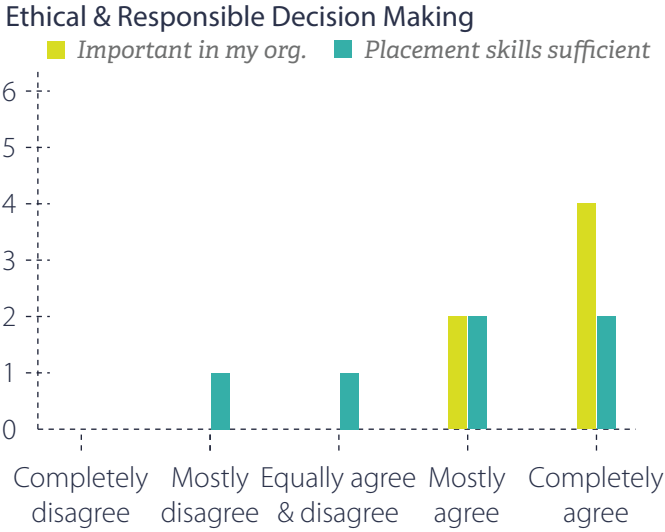
The survey asked about specific skills addressed by the IMAGO lessons (see p. 7 for definitions) and technology skills, and provided opportunity for feedback pertaining to any other skills.

## SAMPLE

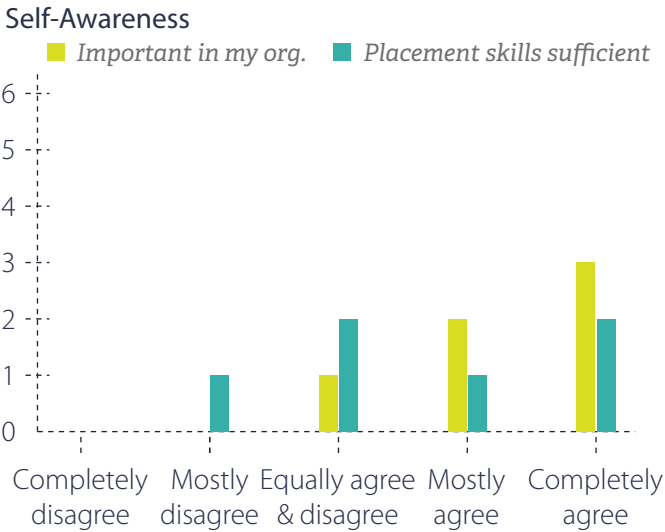
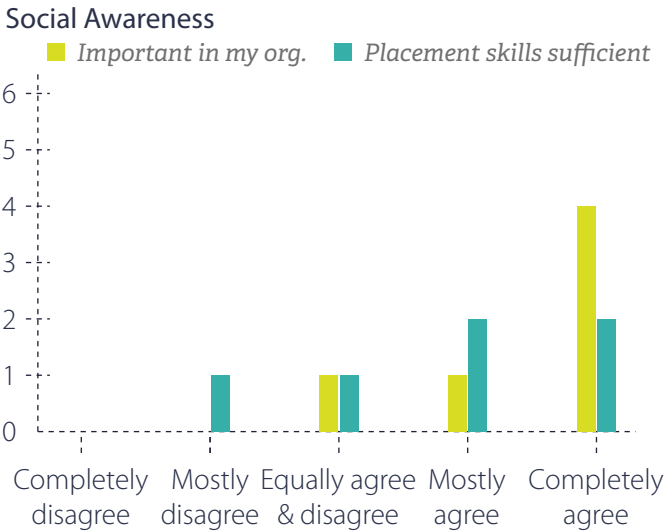
Six individuals from unique organizations completed the survey. These organizations included Alaska Native Heritage Center, Anchorage Senior Center, Arctic Glass LLC, Beans Cafe, Charlie's Produce, and Cook Inlet Housing Authority.



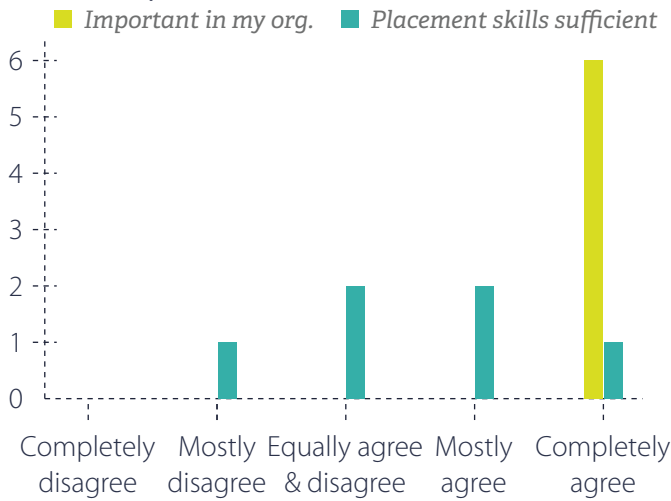
# SKILL RATINGS



**100%** of surveyed skills had higher ratings for importance than for placement skill-level

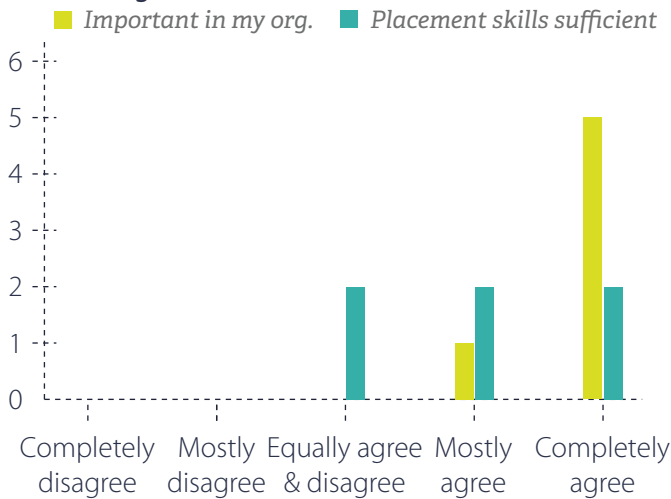


### Relationship Skills

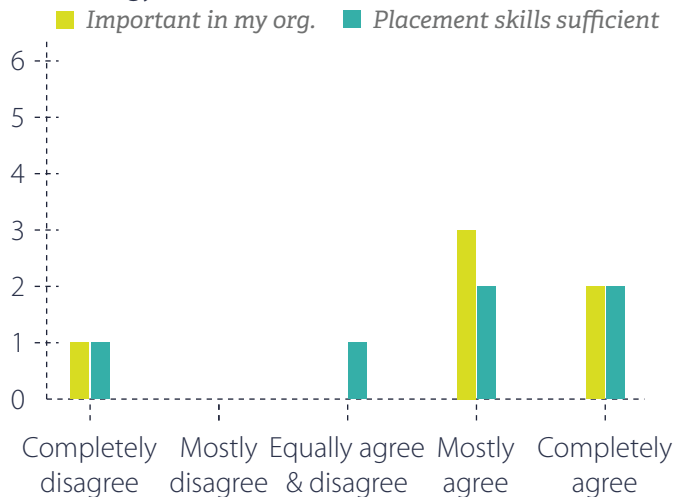


**“Communication. Communication. Communication is a very important strength to have. This is one of the biggest thing we have to teach our placements.”**

### Self-Management



### Technology Skills



**50%** of respondents value **Microsoft certifications**

# FEEDBACK

## Satisfaction with placements (1-5 point rating scale)



## Skills Feedback

*“The only additional skills would be resume construction and understanding how to 'sell' themselves and their strengths.”*

*“Food safety training would be amazing especially a food handlers card.”*

## Needed/Suggested Support

*“Education on benefits CITC can provide the placements especially during the weeks before their first couple of paychecks. (ie. clothing, gas money, bus passes, etc...)”*

*“I would like to see them get into some kind of treatment program as they are working with are program.”*

*“Recruiting and screening”*

*“Recommendation were made on the monthly evaluation form, not sure if there was any follow up on it.”*

## Additional Feedback

*“Our SWE coordinator Tusi Mareko is professional, amazing, and thorough. She even came by our facility to tour it to get a better understanding of the environment and kind of work the candidates will be doing. We look forward to continue working with her on future placements and projects.”*

*“Throughout the CITC partnership we have struggled to have a placement who was at a point in their life where they were able to function long term as employees. The survey about the placements tended to be on the negative end of things due to the fact that most of the placements have not worked out which is unfair to the ones that have. I want to make sure to note that we have a placement currently with us who has mostly done a good job however, he has been the exception to the others who have not worked out for us...I think CITC does a good job of trying to help the placements, unfortunately many of the placements seem to not be able to hold up their end of the deal and struggle with having a structured 9-5 type of job.”*

## POTENTIAL OPPORTUNITIES FOR PLACEMENTS

*Are there any positions in your business where you might have upcoming opportunities or anticipated growth?*

<b>Organization</b>	<b>Response</b>
Alaska Native Heritage Center	Cultural Tourism and Retail clerk; Culture Bearer of Alaska Native History and/or Language; Native Games Coach, Dance Instructor; social media person.
Anchorage Senior Center	Accounting positions, cashiering and admin
Arctic Glass LLC	We have had continual growth in our company and are working hard on a daily basis to try and continue to grow. We are always looking for skilled people to add to our team.
Beans Cafe	Cooks, Drivers
Charlie's Produce	All of our positions hold the potential for internal growth and upward movement.
Cook Inlet Housing Authority	Customer Care Temp positions (Customer service, data entry)

## SUMMARY

Considered together, skill ratings suggest that partners value all seven of the surveyed skills.

Based on quantitative scoring of the 5-point scales used for skill-importance ratings (1 = *completely disagree* and 5 = *completely agree*), mean ratings of importance ranged from 3.83 to 5. Relationship skills were rated most-important, while technology skills were least-important.

Although technology skills were rated as the least important compared to the other surveyed skills, half of the respondents said they would find it valuable if participants were to come to them with a Microsoft certification.

Additional skills & training that partners reported interest in were food safety, and job-application skills (i.e., resume creation).

Mean ratings of placements' skills in each skill area ranged from 3.67 to 4, revealing that most placements can at least somewhat sufficiently apply skills in each of these areas.

Overall, participants' level of sufficiency was rated slightly lower than ratings of importance provided by partners in all seven surveyed skill areas. One respondent emphasized needed improvement in communication skills, specifically.

It is important to note that results of a two-way repeated measures ANOVA revealed that the importance–sufficiency difference in each skill area was not statistically significant ( $p > .05$ ). Considered in tandem with the small sample size, these findings suggest that the results from this study may be specific to only the six partners who completed the survey, and may not be indicative of the experience of other partners who did not provide feedback.

Partners who completed the survey were generally satisfied with the placements at their organizations. One of the respondents provided feedback indicating that some of their placements have not performed well, but still reported moderate overall satisfaction with their CITC placements. Considering these ratings together with skill-ratings of placements, placements seem to at least moderately satisfy most needs of these six partner organizations, and there is some room for improvement.

Due to the small sample size, findings from this study may not be generalizable to all of CITC's partner organizations; however, these findings do provide a starting point upon which CITC can build a better understanding of their partners' needs. These study findings provide preliminary evidence that CITC is exposing placements to needed skill sets using the IMAGO curriculum. CITC should continue discussing these skills with more of their partners to gain a more thorough understanding of which skills their partners want and need. To address specific suggestions for training (i.e., resume and food-prep skills), CITC should remind placements that IMAGO's curriculum includes resume and job-interview lessons, and also discuss the value of these specific suggestions with partners who did not participate in this study to better gauge interest.

### **Skill-Area Descriptions**

Ethical & responsible decision-making (able to consider safety & ethical implications of actions, gauge net benefit of a choice on personal & collective well-being, make constructive choices, & reflect on their decisions)

Globally awareness (able to identify and understand interconnected systems, use logical reasoning, & think “outside the box” to solve problems)

Relationship skills (able to build & maintain meaningful relationships, communicate, & work with others)

Self-awareness (able to understand interests, strengths, & weaknesses, & how these things influence behavior)

Self-management (able to manage thoughts, emotions, & behaviors proactively to navigate & meet goals)

Social awareness (able to empathize, & understand others’ strengths & perspectives)

Technology skills (able to use technology & software/applications, such as Microsoft Office)

If you have any questions or feedback you'd like to share, please write to us at one of the following addresses:

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