

September 2019 Evaluation Report

Workforce Innovation Fund

**Inter-Tribal Council of Louisiana, Inc.
Round 3 Grantee
United States Department of Labor**

Prepared By:

The Q Marketing Group, LLC

September 2019



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Introduction

January 1, 2018, The Q Marketing Group, LLC was asked by The Pierite Group, LLC to undertake an evaluation process to ascertain the following:

1. How to improve employment opportunities for Native American's in Louisiana, Texas, Arkansas, and Mississippi. Currently, the approximate unemployment rate for Native American's is 12% (US Labor Statistics). This figure is three times higher than the current unemployment rate in the United States according to the US Labor Statistics. For 2018, the unemployment rate for the United States is approximately 4.0%.
2. For Native American's, the lack of financial means to relocate to areas that are plentiful in jobs.
3. Native American's lack the credentials to obtain living wage employment in local job market.
4. Lack of knowledge of available resources for tribal members.

The formal evaluation purpose was stated in the December 2017 report as the following (page 3):

Evaluation Purpose

The purpose of this evaluation report is to provide information on the effectiveness of the intervening strategies on improving employment outcomes for Native American job seekers in Louisiana, Texas, Arkansas, and Mississippi. Key stake holders in the Native American community including Tribal Councils, Tribal Chiefs, Tribal Elders, State Senators, State Representatives, U.S. Department of Labor, Other WIOA Section 166 Programs, and business partners will benefit from the finding within this report when determining effective and/or non-effective strategies that can be used when developing workforce development policy for Indian Country.

This evaluation report will assess the effectiveness of ITC's consortium implementation of Career Pathways and Enhanced Supportive Services on improving employment outcomes for WIOA Section 166 program participants. Key stakeholders will be able to use the results of this evaluation report to determine how Career Pathways and Enhanced Supportive Services can be better implemented among other WIOA Section 166 grantees. Also, stakeholders will be able to gauge the likelihood of Native American job seekers willingness to relocate in order to seek better employment opportunities.

Another key takeaway from this evaluation will be how system alignment through a common database platform allowed WIOA Section 166 programs to work across distances and state lines to improve employment opportunities for those Native American job seekers located in rural and/or economically distressed areas and reduce employment barriers.

In particular, this evaluation report will examine outcomes related to three major barriers: lack of financial means to relocate to areas that are plentiful in jobs, lack of credentials to obtain living wage employment in local job markets, and lack of knowledge of available resources for tribal members.

Research Methodology

The Q Marketing Group, LLC reviewed the previous open-ended questionnaire used in the 2017 evaluation and changed the questionnaire to a closed-ended format. (See Appendix A.) The reason for the change was due to comments made by the research respondents from The Inter-Tribal Council of Louisiana (ITC), Urban Inter-Tribal center of Dallas (UITCT), Alabama Coushatta Workforce (ACW), the American Indian Center of Arkansas (AICA), and the Mississippi Band of Choctaw (MBC). The respondents indicated they could not remember, nor had they had any documentation to tally the results. Thus, a closed ended questionnaire was developed to simplify the process of answering the various questions by the various respondents.

The current research questionnaire was developed in February and March 2018 and approved by The Pierite Group, LLC. (See Appendix A.) The previous questionnaire used in 2017 is in Appendix B.

Methodology

Upon approval of The Pierite Group, LLC, Amy R. Sampson, Project Manager of The Pierite Group, LLC went to each individual Inter-Tribal Council and interviewed the person(s) responsible for this project using the questionnaire located in Appendix A. The following table lists the number of respondents interviewed per Inter-Tribal Council for the study conducted in April & May 2018:

Table 1. Inter-Tribal Council Members Responding to Questionnaire

Inter-Tribal Council	Number of Respondents
Inter-Tribal Council of Louisiana	5
Urban Inter-Tribal Center of Dallas	2
American Indian Center of Arkansas	2
Alabama Coushatta Workforce	1
Mississippi Band of Choctaw	2

Each respondent was asked the specific questions located on the questionnaire and these responses were recorded by Ms. Sampson.

The same process was followed in October 2018 with Michael Hein interviewing the various respondents and in August 2019 by Ms. Sampson.

Analysis of Results

Each individual questionnaire was hand tabulated by Q Marketing Research and placed in a table showing each respondent's answers and each response was tabulated by Microsoft Excel.

Hypotheses

The results of this survey will be divided into five broad hypotheses:

1. How did the various Inter-Tribal Councils target and obtain participating participants?
2. What WIF and WIOA programs are the various Inter-Tribal Councils providing to the participants?
3. The effectiveness of the Centralized Database System?
4. Among the various Inter-Tribal Councils what are the local office's similarities and differences?

What are barriers of the participants in the various Inter-Tribal Councils?

Analysis of Results

The Analysis of Results will consist of a hypothesis statement and various tables related to each hypothesis. The tables were designed to be interpreted easily for overall results and individual Inter-Tribal Council iterations.

Hypothesis 1: How did the various Inter-Tribal Councils target and obtain participating participants?

Q1. How did you target and obtain possible respondents?

Responses	June 2018	December 2018	August 2019
College Career fair			5
Job Fair	8	3	6
Utilizing Media Source (including social media, newsletter, etc.	7	5	6
Work Force Center	6	1	6
Outreach	7		
Pow-Wows	3		
Career Day, Schools	1	2	
Internal referrals/WIOA, CSEP	3		
Ads in Livingston, AL (where reservation is located)	3		
Radio, advertisements, word-of- mouth, call-ins		3	1
Employment Agencies		3	3
Fee-Paid Employment Agency		1	
Other			9
Total	38	18	36

Q2. Do you use MOU's under/or Job Placement Contracts?

Responses	June 2018	December 2018	August 2019
Yes	9	5	7
No	0	0	1
Total	9	5	8

Q3. What Companies have signed an MOU and/or Job Placement Contract?

Responses	June 2018	December 2018	August 2019
	MOU/JPC	MOU/JPC	MOU/JPC
Power Movers		Y	
Jack Newell		Y	

Workforce Board of Mississippi	Y		
Texas workforce Commission			Y
Blue Cliff			Y
Ridge Mountain Community College			Y
Cossatot Community College			Y
NW Arkansas Community College			Y
NW Technical Institute			Y
EK Professionals			Y
District Court of Scott Company			Y
Heritage Company			Y
PETRA Allied Health			Y
Pine Bluff Trucking			Y

Q4. Have you used an MOU and/or Job Placement Contract to develop a career pathway with:

Responses	June 2018	December 2018	August 2019
Business	0	1-Tivalee Haag (Cooper Canyon)	1- Rely On 1
Community College	1-AR	4-East Central CC Meridian CC Fletcher Community Dallas Community College System	3
Government Agency	0	0	1
Technical School	1 in the process-AR	4-Choctaw Vocational Education Program PETRA Blue Cliff	1
University	1-Nicholls State	1-University of North Texas	1
			1-Local Texas Workforce Boards
Total	3	10	9

Q5: What stackable and industry recognized credentials are you currently using?

Responses	June 2018	December 2018	August 2019
ACE certification	0	1 (Welding/Forklift)	1
Gaming Industry	2 (1 casino in Livingston)	3- Hospitality, Dealers, NOSCUA	1
Hospitality	2	1- Hotel Management	2
Food Service	1	1- Safe Serve	1
Medical	7	3	9- 2 Registered Nurses, Certified Medical Assistants, Nurses Aides, Physician Assistant, 4 no explanation
Oil Field	2	0	3
Other	0	5- Boat Captain, CDL, Hazmat Endorsement, Welding, Insurance Adjustment	6- Business Admins, Engineers, Microbiologists, IT, Ins. Adjusting, Welding
Total	14	14	23

Q6: What other funding sources are you suggesting to the participant?

Responses	June 2018	December 2018	August 2019
Disability	1	4	5
FAFSA	6	5	8
Government Grants	1	4 (All except Arkansas)	5
Grocery Assistance	1	4	5
Medicaid	1	4	4
Rental Subsidy	1	4	5
Transportation Subsidy	2	4	5
Tribal Funding	7	5	8
Scholarships			1
Other	6	5- Social Services, Religious orientations, Salvation Army, Food Banks, Habitat	5-Voc rehab, social services, Catholic Charities, WIOA, CSBG
Total	26	39	51

Q7: Have you transferred any participants to other sub-grantees?

Responses	June 2018	December 2018	August 2019
Name of sub-grantee	2- American Indian Center of AR, Urban Inter Tribal Center TX	4- Alabama Coushatta Dallas Arkansas Arkansas	1 Inter-Tribal Council 1 Alabama-Caushatta 1 Amer. Indian Center of AR 1 Deona Allen
When	0	4- Sept. 2018 Jan. 2018 Jan. 2018 June 2018	Feb. 2019 May 2019 Jun. 2018 June 2019

Hypothesis-2: What WIF and WIOA programs are the various Inter-Tribal Councils providing to the participants?

Q8: Has the sub-grantee discussed with the participant the benefits or options of relocation?

Responses	June 2018	December 2018	August 2109
Yes	9	5	6
No	0	0	
Total	9	5	6

Q9: Please explain in detail all WIF program services you are offering?

Responses	June 2018	December 2018	August 2019
Book Fees	2	1	8
Childcare			5
Cell Phone	0	1	7
Mileage (interview)	1	4	8
Moving Assistance	0	5	8
Rental Assistance	1	5	7
Supplies	0	3	7
Training (If WIOA cannot pick it up)	1	5	7
Transportation (Bus Pass, etc.)	1	5	7
Uniforms	1	5	7
Utilities	0	3	8

Other	7	5	2-Tuition
Total	14	47	81

Q10: Please explain in detail all WIOA (enhanced supportive services) program services you are offering?

Responses	June 2018	December 2018	August 2019
Book Fees	3	5	7
Classroom Training	0	5	7
Gas Money	0	5	5
Training	4	10	
Occupational Skills Training			7
On the Job Training			7
Transportation	5	0	1
Tuition	6	5	7
Childcare	4	0	
Health Services	1	0	
Housing Hunting	2	0	
License Certificates	3	0	
Meals	3	0	
Moving Expense	2	0	
Pre-Paid Cell Phone	1	0	
Rental Assistance	5	0	
Utility (Electric)	6	0	
Utility (Gas)	6	0	
Utility (Water)	6	0	
Other	6	3	6
Total	63	33	47

Hypothesis-4: Among the various Inter-Tribal Councils what are the local office's similarities and differences?

Q11: What in-house resources do you use during the initial meeting with the participant?

Responses	June 2018	December 2018	August 2019
Job Search	7	4 (Indeed, Monster, Job Snag, Job view, LinkedIn, Texas	7

		workforce, American job exchange)	
Jung Typology Test	0	1	
Resume Building	8	3	6
Review of Intake Form	8	5	7
Scholarship Resources	4	5	6
IEP Process			1
Total	27	18	27

Q12: What means do you use to match interests with skills or talents?

Responses	June 2018	December 2018	August 2019
Asking the Participants their Interests	7	5	6
Jung Typology Test			
Review of Certifications and/or Specific Training	7	5	6
Review of Intake Form	6	4	6
Review of Resume	7	5	7
Self-Marketing Booklet	0	1	3
Other ONET Interest Profiler			1
Total	27	20	29

Q13: Is there a specific market or field that you see a higher demand for?

Responses	June 2018	December 2018	August 2019
Business Office			1
Construction	4	2 -Arkansas and Houston	2- Northwest Arkansas, Central Arkansas
Education	1	0	1
Food Service	0	2 -Houston, Mississippi	1
Health Care	3	5 -Arkansas, Avoyelles, Houston, Jena, Mississippi	3- 1 Houston, 2 nonspecific

Hospitality	1	3 -Arkansas, Avoyelles, Dallas	1
Law Enforcement			1
Medical			2-Northwest Arkansas, Central Arkansas
Oil	1	2 -Houston, LaFourche	1
Welding	1	1 -LaFourche	1 Houston
Other	5	2	
Cosmetology			1
General Labor	0	1 -Dallas	
Offshore	0	1 -LaFourche	
Poultry	0	1 -Mississippi	1- Mississippi
Trucking			1 Arkansas
Total	16	20	16

Q14: From your choice in question 39, is the participant's choice in your location under 30 miles?

Responses	June 2018	December 2018	August 2019
YES	5	5	7
NO			
BOTH			1

Q15: Are participants showing an interest in:

Responses	June 2018	December 2018	August 2019
Apprenticeships	4	1	3
Course Accreditation	3	5	5
Internships	4	3	6
Total "Yes"	11	9	14

Q16: Please explain what Enhance Supportive Services you are currently offering:

Responses, WIF Support Services	June 2018	December 2018	August 2019
Book Fees	5	1	5

Childcare	3	0	2
Cell Phone	1	1	3
Interview Expense	4	4	
Mileage (to and from interview)			4
Moving Assistance	3	5	5
Rental Assistance	4	5	5
Training	4	5	5
Transportation	6	5	5
Uniforms			5
Utilities	12	3	4
Other	5	5	2
Health	3	0	
Total	67	34	45

Q17-A: Which area has the highest need?

Responses, WIOA Support Services	June 2018	December 2018	August 2019
Book Fees			1
Classroom Training	0	4	2
Gas Money	1	0	1
Occupational Skills Training			1
On the Job Training			1
Tuition	4	1	3
Other	2	0	2
Total	7	5	11

Q17-B: Which area has the highest need? (From 42)

Responses, WIF Support Services	June 2018	December 2018	August 2019
Book Fees			3
Childcare	1	2	

Education			1
Mileage			1
Moving assistance			
Rental Assistance			1
Supplies			2
Training	0	1	4
Transportation	0	1	2
Tuition	4	1	
Uniforms			2
Utilities			1
License Certificates	1	0	
other	2	0	
Total	8	5	16

Q18: How do you conduct follow-ups on participants after relocations?

Responses	June 2018	December 2018	August 2019
E-mail	4	5	5
In Person	3	1	3
Telephone	4	4	5
Other	2	0	1
Total	13	10	14

Q19: What is the average age of participants utilizing services?

Responses	June 2018	December 2018	August 2019
Age 18-24	0	1	4
Age 25-34	2	4	4
35-44			1
45-54			
65+			
Total	2	5	9

Q20: What is the average age of participants enquiring about relocation?

Responses	June 2018	December 2018	August 2019
Ages 18-24	1	0	2
Ages 25-34	4	4	3
Ages 35-44	1	1	1
Total	6	5	6

Hypothesis-5: What are barriers of the participants in the various Inter-Tribal Councils?

Q21: What issues have you run in to regarding interest?

Responses	June 2018	December 2018	August 2019
Health Issues	3	1	4
Lengthy Process	5	0	3
Mental Disability	1	1	1
No Stipend Given	2	1	1
Participants are not qualified	3	1	2
Physical Disabilities	3	0	4
Relocation	4	4	5
Substance Abuse	3	1	2
Unavailability of Training	3	1	1
Other	4	1	2
Total	30	11	25

Q22: Has the reaction to the pathways available to participants been?

Responses	June 2018	December 2018	August 2019
Very Negative	1	0	
Negative			
Neutral	2	0	2
Positive	2	5	1
Very Positive	5	0	4
Total	10	5	7

Q23: What barriers are participants facing in terms of relocating, why?

Responses	June 2018	December 2018	August 2019
Childcare	3 -Hard to trust children with someone.	3 -Most with children have family watching and if they	3 1- No tribal school system or tribal childcare available outside

	-After relocation does not want to put child anywhere.	leave, would not be able to afford it. -Also, some Tribes offer reduced childcare on reservation. The cost of childcare was most common among respondents. -Do not want to remove children from grandparents.	of the reservation.1-No explanation 1-won't be able to pick up child from daycare/school
Domestic Violence	1 -Because some of the ones that are dealt with cannot leave the current situation.	1 -Do not want to talk about it and fear of leaving.	2 1-Participants afraid to leave partners. 1-Difficult for participant to leave the situation
Location	3 -Fear of unknown/to take a step to move and leave family behind. -Moving out of area is financially difficult. -They do not want to relocate.	3 -Cost of living is higher in areas like Houston and Dallas. -Do not want to move away from culture (water areas). -Do not want to leave area and current services they receive on reservation.	3 2- Most participants or from other states. They were not willing to relocate to states that they were not familiar with. 1-no explanation.
Mental Disabilities			1- Not having stability/Going back to the same situation
Physical disabilities	1 -They do not want to leave knowing that they will be by themselves.	1 -Older person and unable to move for health reasons.	1- Barrier to relocate b/c in this area there are no Indian health services for native people
Stigma of being a H.S. dropout	1 -No reason listed.	1 -Do not have a diploma and unwilling to get GED	2 1-Many entry-level jobs require the minimum of a high school diploma.1-Difficult to enter workforce
Substance Abuse	1 -Can not pass a drug test.	1 -Unable to pass drug test the job requires.	2 Participants not willing To get treatment. 1 fall back into the same pattern

Other	3 -Education do not have HI Sets. -Transportation getting to and from work. -No DL, incarcerated	0	2 1-Not wanting to move somewhere new 1-Hard to find a job they're looking for
Total	13	10	16

Q24: WHAT BARRIERS ARE PARTICIPANTS FACING IN TERMS OF EMPLOYMENT, WHY?

RESPONSES	JUNE 2018	DECEMBER 2018	AUGUST 2019
CHILDCARE	3 -HARD TO AFFORD CHILDCARE WHEN STARTING A NEW JOB. -IF THEY DO NOT HAVE A BABYSITTER, THEY WILL MOST LIKELY NOT WORK.	0	3- CHILDCARE CAN BE TOO EXPENSIVE
DOMESTIC VIOLENCE	1 -STALKING HER AND SHOWING UP AT WORK	0	3 1- INSECURE PARTNER, PARTNER DOES NOT WANT THEM TO WORK, 1 REFUSAL TO SEEK TREATMENT, 1- UNSPECIFIED
LACK OF KNOWLEDGE OF FEDERAL AND STATE PROGRAM (SNAP)	1 -SUCH AS SNAP, THEY NEED IT AND DON'T KNOW HOW TO APPLY.	0	1
LOCATION	2 -DISTANCE FROM THE IN-DEMAND JOBS.	1 -DO NOT WANT TO MOVE FROM FAMILY, CULTURE, AND THE AREA.	2 - DON'T WANT TO LEAVE SUPPORTIVE FAMILIES
MENTAL DISABILITIES	1 -SOME HARD TO FILL OUT APPLICATIONS ALONG WITH SLOW WRITING.	0	3 NEEDS TREATMENT FIRST
PHYSICAL DISABILITIES	2 -SOME PEOPLE HAVE BACK/NECK INJURIES MAKING IT HARD TO WORK WHERE THEY WANT.	1 -UNABLE TO WORK.	3 NEEDS TREATMENT FIRST

	-IN DAY TO DAY WORK THEY WILL BE TRANSFERRED.		
STIGMA OF BEING A H.S. DROPOUT	1 -MOST EMPLOYERS ARE HIRING WORKERS.	1 -LACK TRAINING AND GED.	1
SUBSTANCE ABUSE	3 -BECAUSE THEY ARE GOING TO ANSWER TRUTHFULLY ON THE APPLICATION.	2 -FAILED DRUG TEST.	3 REFUSES TREATMENT, NOT ABLE TO PASS DRUG TEST
TRANSPORTATION			4 1-PARTICIPANTS DO NOT HAVE RELIABLE TRANSPORTATION, PUBLIC TRANSPORTATION IS NOT ALWAYS AVAILABLE, 1- PUBLIC TRANSPORTATION NOT ALWAYS AVAILABLE, NO INSURANCE
OTHER	6 -LACK OF DL, NOT BEING ABLE TO GET TO AND FROM WORK. -NO DL, INCARCERATION	2 -HAS CRIMINAL RECORD. -TRANSPORTATION ISSUES.	
Total	20	7	23

Q25: What obstacles in delivering resources to participants are you finding?

Responses	June 2018	December 2018	August 2019
Participants not following through	8	3	6
Time	4	0	3
Transportation	5	1	5
Other	3	0	3
Total	18	4	17

Q26: What barriers are participants facing in terms of course accreditation, why?

Responses	June 2018	December 2018	August 2019
Childcare	2 -If you don't have a babysitter you most likely will not work.	1 -Childcare is too costly for them to take courses.	3 child care can be expensive, need to pick children up from school
Domestic Violence	1 -Stalking her and ex showing up at work	0	2 refusal to seek treatment/help
Lack of knowledge of federal and state program (SNAP)	0	0	1
Location	3 -Distance from the in-demand jobs. -A lot of participants want a job that is not available locally, they do not want to leave.	0	2 difficult to leave supportive families
Mental Disabilities	2 -Depression affecting schoolwork. -Some hard to fill out applications.	1 -Do not have a cognitive level to complete course work.	2 need to address disability first
Physical Disabilities	2 -In day to day work they will be transferred.	0	2 needs to address disability first
Stigma of being a H.S. dropout	3 -Most employers are hiring employees. -A lot of places require a GED or H.S. diploma.	1 -Some courses require degree and unwilling to get GED.	2 difficult to obtain work if they are a HS dropout
Substance Abuse	3 -Referred to substance abuse counselor. -Because they are going to answer truthfully on the application. -Negative attention after explaining substance abuse issues.	0	1 no support
Other	3 -Lack of DL, not being able to get to and from work.	3 -Fear of starting a new course and workload. -Timing of coursework does not line up with availability. -Transportation issues.	1 Study skills/Grades not acceptable

Transportation			3 public transportation not always available
Total	19	6	19

Q27: How do you feel the program could be improved upon?

June 2018 Responses	December 2018 Responses	August 2019
Case managers taking more initiative to meeting the goals of the program. Having an interest in the success of our participants.	Communication is lacking between the grantees.	Extension on the program to better assist participants. The Program was beginning to reach the potential it could serve, after numerous trials and errors on all ends
Have more cut and dry policy & procedures in place to follow. Having team players on board to gain participants.	Getting the “word” out to each tribal member. Offering a stipend for classroom activities.	Looking back, I wish we would have been able to help WIF Participants with emergency rent, utilities, and food assistance instead of just allocating those monies to relocation participants since there were not many relocations. Also, I wish the first year was utilize better by the lead grantee and therefore would have been utilized better by sub-grantees. I wish there had been more a uniform feel to the WIF program all across the grantees. I feel like a decent communication between everyone and especially from lead grantee did not really become decent until maybe the last year. I feel a lack of communication affected a lot in the WIF program. WIF in idea is a great program and really did help in supplementing the WIOA program but it could have been superb for several years if communication and implementation and uniformity were up to par. I feel as a subgrantee left in the dark about how to do things, what was allowed, etc. One thing that really bothers me is how I’ve done things for WIF for a long time and it wasn’t until maybe this last year I was told it wasn’t right or not enough so now I’m going to have to go all the way back and correct/update documentation.
Needs more help/assistance (student worker- dealing with 65 students right now)	Offering a stipend for classroom activities.	I feel like WIF should not be a stand-alone program. The relocation portion of the program should be added to WIOA

		along with the funds. To be honest the relocation was the main difference in the two programs.
Definitely more planning and implementation period with database because we are fixing/adjusting it to our needs as we go. Database more user friendly.	Participants don't fully understand the program and the benefits, could do more marketing at start. Introduce the program as a support service for WIOA.	She feels the program on her end has been great providing mileage relocation etc. There are no complaints and she sees the benefit of the program and how it is working to improve their lives. Other: she personally believes the W I F program has been amazing for the time she has been working with the participants.
Database is not user friendly, needs improvement. The way we advertise or present the program could be improved upon. More consistent in the policy & procedures in going through the program.	Improve communication between lead and sub grantee with weekly conference calls, program updates, training, etc.	More communication From lead grantee and more organization from The lead grantee. More knowledge on how to run a grant– from lead grantee. Other: each sub grantee doing their own thing–no solidarity on the GOAL!!
Communication needs to be better with all subgrantees and lead process needs 1 solid transfer process across the board. DATABASE IMPROVEMENTS!	Provide a clear direction from startup that outlines all policies and procedures. Create a better more user-friendly database. The WIF database is difficult to use.	Availability of funds–Ability to receive funding quicker– Payables are only done twice a month. The process could be quicker/ Collection of so much paperwork is time-consuming getting the information back. Lack of communication– participants do not respond in a timely manner
Communication with lead grantee, database committee to tackle improving the database instead of one person solely.	Come up with a better plan to get work out to participants. Need to offer a stipend or meal to get people interested.	I feel that training for employees is much needed and could be better about the program. I feel that policies and procedures could be better communicated with employees on the program.
Communication needs to be better.	Provide more training for employees in Workforce and hire more qualified employees.	It seems to have worked in the last year running smoother after they worked all the kinks out and learn the program better. A lot more participants utilizing the program.
If the main office has a change of policy that the subgrantee comes right away, not down the road.	Better guidance is needed at the start of the grant and better leadership through the process of the grant to make sure goals are being met.	
More staff to assist Deona.	Program was a pilot program and subgrantees did not understand it.	

	No clear training was offered to provide direction through the grant.	
Needs additional help/assistance with program as it is short-handed.	Need better training, accountability and communication.	

Results of the Study

The results of this survey will be divided into five broad hypotheses:

1. How did the various Inter-Tribal Councils target and obtain participating participants?
2. What WIF and WIOA programs are the various Inter-Tribal Councils providing to the participants?
3. The effectiveness of the Centralized Database System?
4. Among the various Inter-Tribal Councils what are the local office's similarities and differences?
5. Among the various Inter-Tribal Councils what are the local office's similarities and differences?

Analysis of Results

The Analysis of Results will consist of a hypothesis statement and various tables related to each hypothesis. The tables were designed to be interpreted easily for overall results and individual Inter-Tribal Council iterations.

Hypothesis 1. How did the various Inter-Tribal Councils target and obtain participating participants?

In reviewing the results of how the sub-grantee targets and obtains possible participants and how does the sub-grantee obtain possible employment for the participants, the results of the survey show an excellent infrastructure but certainly a lack of participants.

Dr. Louis C. Mancuso, an evaluator, and Gina Starnes, an online education specialist for the LSU System, were invited to the Houma sub-grantee office to discuss online education and employment opportunities. It is suggested that the sub-grantees hire personnel that has a background in a field, such as, human resources, to aid the Native American community. Given to each sub-grantee group a copy of Dr. Mancuso's *Self-Marketing: A Guide to Seeking and Obtaining Fulltime Employment* (Appendix C) to aid the Native American population in writing a resume and taking interviews. Also, to aid the sub-grantees in determining possible careers for their constituents Dr. Mancuso showed the sub-grantee personnel how to use the Jung Typology Test. Ms. Starnes gave the sub-grantees information on the LSU System of online courses at both the undergraduate and graduate levels.

Hypothesis 2. What WIF and WIOA programs are the various Inter-Tribal Councils providing to the participants?

The results reveal that very few participants are relocating to other areas; there is a wide variety of WIF program services being offered; and that there are a wide-variety of WIOA enhanced supportive services are offered, however, the biggest number of services were offered in June 2018 and the numbers went down in the next two-timeframes.

Hypothesis 3: The effectiveness of the Centralized Database System?

The Houma sub-group was the only group that used the centralized database system, whereas, the other sub-groups found the database too difficult to use and/or there was a lack of training concerning the database system.

Hypotheses 4: Among the various Inter-Tribal Councils what are the local office's similarities and differences?

It was fairly universal that the sub-grantees used the following in the initial meeting with the participant:

- Resume building
- Review of intake forms
- Scholarship resources
- IEP process

The sub-groups used the following techniques to match interests with skills or talents:

- Asking the participant their interests
- Review of certifications and/or specific training
- Review of intake form
- Review of resume

The results reveal that the sub-group personnel do not have an in-depth knowledge of the local and regional business markets.

Hypothesis 5: Among the various Inter-Tribal Councils what are the local office's similarities and differences?

The sub-grantees indicated that the top-four issues of the participants regarding interest are:

- Lengthy process
- Relocation
- Transportation issues
- Health issues

The barriers the participants are facing in terms of employment include transportation problems; fear of relocating; not desiring to move and would prefer to ‘live off the system.’

Findings and Recommendations

With approximately 12% Native American unemployment, it is imperative that the sub-grantees aid their constituencies in reducing unemployment and increasing their productivity.

The findings are very clear, a working database needs to be developed and implemented throughout the sub-grantees’ regions. Instead of trying to develop a database unique to Native Americans. It is urged that a database, such as, Microsoft Access be programed, and each sub-grantee be trained on how to use the system. It is suggested that Dr. David Alijani, Chair of the Computer Information Systems Department at Southern University of New Orleans, be contacted to discuss implementation and training of personnel. Microsoft Access has stood the ‘test of time’ and it is inexpensive.

Each sub-grantee does have personnel in place, but the evaluators would recommend that the case managers in each sub-grantee group be trained and have a thorough understanding of what needs to be done and importance of reducing the unemployment rate in the Native American community. To accomplish this the evaluators would recommend the following:

- Appropriate training of each case worker.
- Have a working database system that allows for periodic updates and communication updates to the participants.
- The case worker must understand the local and regional market; therefore, the case worker must be exposed to local/regional business in each sub-group area.
 - o Case worker training should be exposed to the local chamber of commerce and local workforce organizations. For example, a presentation in Houma by Greater New Orleans Inc. coupled with a presentation by JECCO (Jefferson Parish Economic Development Commission) would be useful to the case worker in conveying to the participants what is happening in the job market.
 - o The case worker should be exposed to the Jung Typology Test, that is, a computer program used to help ascertain the participant’s career choice. (This test can be obtained free-of-charge and gives the participant his/her personality traits, job prospects, and famous people that have scored similarly on the test.)
 - o The case worker should understand resume writing and going to career fairs. Dr. Louis C. Mancuso, retired Scott O. Brame/CLECO Endowed Chair in Entrepreneurship and Eminent Scholar at the LSU System has written a booklet entitled *Self-Marketing: A Guide to Seeking and Obtaining Permanent Employment*. Dr. Mancuso provides this booklet free to individuals and lectures to various organizations in how to develop a resume and go to a career fair.

- Case workers should be familiar with fee-paid employment agencies, that is, the employment agency is paid by the company and not the individual. A good example of such a company is Randstad, which is located in major cities throughout the United States and the world.
- Due to many Native Americans lacking specific skills and/or formal education, the case worker should be exposed to the various opportunities in education. For example, online learning provides for the participant a way to obtain a certification/degree at their own pace. LSU in Shreveport offers an MBA that can be completed in 11 months and a bachelor's degree in business in approximately three years and it is AACSB accredited. It would be appropriate for the sub-grantees to be familiar with an online education specialist, such as, Gina Starnes of Academic Partnerships. Ms. Starnes would help familiarize the sub-grantees with various education programs in a variety of areas that the Native Americans could participate and accomplish.
- Case workers must be exposed to US Census data and the Cost-of-Living Index so that they can help the Native American participants in relocation.

The National Guard has implemented a program for returning war zone personnel that is very useful for the veteran but also for his/her family. It provides a venue and a multitude of one-day events for the entire family including programs for the children the spouse, and the veteran. For example, the National Guard holds the one-day event at a hotel where there are exhibitors from education, employment, self-help programs, medical services, resume building, obtaining funding, etc. Certainly, each sub-group could sponsor a one-day event where the program is basically a one-stop-shop to help the Native Americans with employment, addiction, health concerns, obtaining grants, etc. Notice of such an event could be done with a newsletter to promote the event.

The evaluator believes three things need to be accomplished before this program is repeated:

- Development of a fully functioning database that all sub-grantees can use.
- Case worker training and sufficient help for the workers to help the various Native American constituencies.
- A strategic plan for each sub-grantee to develop a one-day program to aid the Native American in a variety of 'problem' areas.

If the Grant is Repeated – The Good and The Not So Good

The Good:

- The infrastructure now exists to aid the Native American Community.

The Not So Good:

- Development of a fully functioning database that all sub-grantees can use.

- Case worker training and sufficient help for the workers to help the various Native American constituencies.
- A strategic plan for each sub-grantee to develop a one-day program to aid the Native American in a variety of 'problem' areas.

Appendix A

Questionnaire Used for June 2018 Study

Research Question One – Logic Model:

1. How do you target and obtain possible participants?

(Please name as many answers as appropriate)

College Career Fair & Career Placement

Employment Agencies

Fee Paid Employment Agencies

Job Fair

Utilizing Media Sources

Work Force Centers

Other:

1a. Do you use MOU's and/or Job Placement Contracts?

Yes, If Yes go to questions 1b

No, If No go to question 2

1b. What companies have signed an MOU and/or Job Placement Contract?

Company

MOU

Job Placement Contract

2. Have you used an MOU and/or Job Placement Contract to develop a career pathway with: (Please name and be specific)

Business

Community College

Government Agency

Technical School

University

Other:

2a. What stackable and industry recognized credentials are you currently using:

(Please check as many answers as appropriate)

ACE (certification)

Gaming Industry (please explain)

Hospitality (please explain)
Food Service (please explain)
Medical (please explain)
Military (please explain)
Oil Field (please explain)
Other:

3. Please describe options utilized within career pathways to support long-term career goals? (Please name activities)

ACE (certification)
Company (Please explain)
Food Service (please explain)
Gaming Industry (please explain)
Hospitality (please explain)
Medical (please explain)
Military (please explain)
Oil Field (please explain)
Other:

4. What other funding sources are you suggesting to the participant:
(Please check as many answers as appropriate)

Disability
FAFSA
Government Grants
Grocery Assistance
Medicaid
Rental Subsidy
Transportation Subsidy
Tribal Funding
Other:

5. **Have you transferred any participants to other sub-grantees.** (Be specific)

Name of sub-grantee:

Participant:

When:

6. **In your experience how difficult is it to transfer a participant to another sub-grantee?**

Please circle a number:

Really Easy 1 2 3 4 5 Very Difficult

7. **Has the sub-grantee discussed with the participant the benefits or options of relocation?**

Yes

No

Research Question Two – WIF and WIOA

8. **Please explain in detail all WIF program services you are offering?**

Book Fees (add'l that aren't required)

Childcare

Cell Phone

Mileage (to & from interview)

Moving Assistance

Rental Assistance

Supplies

Training (If WIOA cannot pick it up)

Transportation (Bus Pass, etc.)

Uniforms

Utilities

Other:

9. **Please explain in detail all WIOA (enhanced supportive services) program services you are offering?**

Book Fees

Classroom Training

Gas Money

Occupational Skills Training
On-the-Job Training
Tuition
Other:

Research Question Three – Database

End User Experience

10. Easy to create, change, delete, and view programs and program data.

Please circle a number:

Strongly Disagree 1 2 3 4 5 Strongly Agree

11. Accommodates WIOA Section 166 and WIF program – types and program information.

Please circle a number:

Strongly Disagree 1 2 3 4 5 Strongly Agree

12. Supports entry of case notes and additional documents, images, and links for project documentation.

Please circle a number:

Strongly Disagree 1 2 3 4 5 Strongly Agree

13. Accommodates hundreds/thousands of participant records.

Please circle a number:

Strongly Disagree 1 2 3 4 5 Strongly Agree

14. Have you found it easy to transfer participants to other WIOA programs.

Please circle a number:

Strongly Disagree 1 2 3 4 5 Strongly Agree

15. Supports data export to your existing systems and databases, i.e. BearTracks.

Please circle a number:

Strongly Disagree 1 2 3 4 5 Strongly Agree

16. Supports links among programs.

Please circle a number:

Strongly Disagree 1 2 3 4 5 Strongly Agree

17. Provides data cut, paste and copy.

Please circle a number:

Strongly Disagree 1 2 3 4 5 Strongly Agree

18. Provides for error checks and data warnings.

Please circle a number:

Strongly Disagree 1 2 3 4 5 Strongly Agree

19. Provides search, filter, and sort.

Please circle a number:

Strongly Disagree 1 2 3 4 5 Strongly Agree

20. Provides data archiving.

Please circle a number:

Strongly Disagree 1 2 3 4 5 Strongly Agree

21. Can pull reports and look at all participant data.

Please circle a number:

Strongly Disagree 1 2 3 4 5 Strongly Agree

22. Able to modify, manipulate, and read data with ability to upload and change report formats.

Please circle a number:

Strongly Disagree 1 2 3 4 5 Strongly Agree

23. Provides dashboard views of all relevant information.

Please circle a number:

Strongly Disagree 1 2 3 4 5 Strongly Agree

24. Allows users to customize and format views, graphs, and reports.

Please circle a number:

Strongly Disagree 1 2 3 4 5 Strongly Agree

25. Provides document management (document storage, read, save-as, check-in, check-out, version control, history, etc.)

Please circle a number:

Strongly Disagree 1 2 3 4 5 Strongly Agree

26. Provides canned (standard system) reports.

Please circle a number:

Strongly Disagree 1 2 3 4 5 Strongly Agree

27. Supports internal communication and notification (via home page “bulletin board, mass emails, etc.”)

Please circle a number:

Strongly Disagree 1 2 3 4 5 Strongly Agree

28. Supports real-time group communication (e.g., on-line chats, discussion forums, instant messaging)

Please circle a number:

Strongly Disagree 1 2 3 4 5 Strongly Agree

Security and Database Administration

29. Accommodates multiple users per each WIOA Section 166 grantees.

Please circle a number:

Strongly Disagree 1 2 3 4 5 Strongly Agree

30. Provides security (encryption), controlled access and change privileges, and audit trail (who changed what when).

Please circle a number:

Strongly Disagree 1 2 3 4 5 Strongly Agree

31. Provides workflow guidance, status, and progress reporting.

Please circle a number:

Strongly Disagree 1 2 3 4 5 Strongly Agree

Transferring Participants

32. Have users found it simple to transfer participants to other grantee or sub-grantee areas?

Please circle a number:

Strongly Disagree 1 2 3 4 5 Strongly Agree

Follow-Up

33. Staff have a call number or a person they can contact for support in case of database issues.

Please circle a number:

Strongly Disagree 1 2 3 4 5 Strongly Agree

Research Question Four – Local Program Differences:

34. What means do you use to match interests with skills or talents?

Asking the Participant their Interests

Jung Typology Test

Review of Certifications and/or Specific Training

Review of Intake Form

Review of Resume

Self-Marketing Booklet

35. What in-house resources do you use during the initial meeting with the participant?

Job Search

Jung Typology Test

Resume Building

Review of Intake Form

Scholarship Resources

36. Is there a specific field or market that you see a higher demand for

Specific Market:

Arkansas Area

Avoyelles Parish

Dallas Area

Houston Area
Jena Area Louisiana
Lafourche Parish
Mississippi Area

Specific Field:

Business Office
Construction
Education
Food Service
Health Care
Hospitality
Law Enforcement
Military
Oil
Welding
Other:

37. From your choice in Question 36, is the participant' choice available in your location (under 30 miles)?

Yes
No

**38. Are participants showing an interest in:
(Check as many answers as appropriate)**

Apprenticeships
Course Accreditation
Internships

**39. Please explain what Enhanced Supportive Services you are currently offering:
(Check as many answers as appropriate)**

WIF Enhanced Services:

Book Fees (add'l that aren't required)

Cell Phone

Childcare

Mileage (to & from interview)

Moving Assistance

Rental Assistance

Supplies

Training (If WIOA cannot pick it up)

Transportation (Bus Pass, etc.)

Uniforms

Utilities

Other:

WIOA (enhanced supportive services) program services:

Book Fees

Classroom Training

Gas Money

Occupational Skills Training

On-the-Job Training

Tuition

Other:

**40. From Question 39, which area has the highest need?
(Check only one answer)**

WIF Enhanced Services:

Book Fees (add'l that aren't required)

Cell Phone

Childcare
Mileage (to & from interview)
Moving Assistance
Rental Assistance
Supplies
Training (If WIOA cannot pick it up)
Transportation (Bus Pass, etc.)
Uniforms
Utilities
Other:

WIOA (enhanced supportive services) program services:

Book Fees
Classroom Training
Gas Money
Occupational Skills Training
On-the-Job Training
Tuition
Other:

41. How do you conduct follow-ups on participants after relocation?

Email
In-Person
Telephone
Other:

42. What is the average of participants utilizing services?

Age:
18 – 24

25 – 34
35 – 44
45 – 54
55 – 64
65 & Over

43. What is the average age of participants enquiring about relocation?

Age:

18 – 24
25 – 34
35 – 44
45 – 54
55 – 64
65 & Over

Research Question Five – Barriers:

**44. What issues have you run in to regarding interest?
(Check as many answers as appropriate)**

Health Issues
Lengthy Process
Mental Disabilities
No Stipend Given
Participants are not qualified
Physical Disabilities
Relocation
Substance Abuse
Unavailability of Training
Other:

**45. Has the reaction to the pathways available to participants been:
(Please circle a number)**

Negative 1 – 2 – 3 – 4 – 5 Positive

**46. What barriers are participants facing in terms of relocating:
(Check as many questions are appropriate)**

Childcare

Why:

Domestic Violence

Why:

Lack of knowledge of federal and state programs such as SNAP

Why:

Location

Why:

Mental Disabilities

Why:

Physical Disabilities

Why:

Stigma of being a high school dropout

Why:

Substance Abuse

Why:

Other

**47. What barriers are participants facing in terms of employment:
(Check as many questions are appropriate)**

Childcare

Why:

Domestic Violence

Why:

Lack of knowledge of federal and state programs such as SNAP

Why:

Location

Why:

Mental Disabilities

Why:

Physical Disabilities

Why:

Stigma of being a high school dropout

Why:

Substance Abuse

Why:

Other:

**48. What barriers are participants facing in terms of course accreditation:
(Check as many questions are appropriate)**

Childcare

Why:

Domestic Violence

Why:

Lack of knowledge of federal and state programs such as SNAP

Why:

Location

Why:

Mental Disabilities

Why:

Physical Disabilities

Why:

Stigma of being a high school dropout

Why:

Substance Abuse

Why:

Other:

**49. What obstacles in delivering resources to participants are you finding?
(Check as many answers as appropriate)**

Participants not following through

Time

Transportation

Other:

Conclusion/Discussion Question

50. How do you feel the program could be improved upon?

Communication lacking between the grantees

Getting the 'Word' out to each tribal member

Offering a stipend for classroom activities

Streamline transfer process

Other:

Appendix B
Questionnaire Used in 2017

Research Question One – Logic Model:

1. How do you target and receive possible participants? Do you use MOUs and Job Placement Contracts? (INPUTS)
2. How would you describe career pathways on a system level (ask management only) and on a participant level? How do you recognize stackable and industry recognized credentials? (ACTIVITIES/PROJECT DESIGN)
3. Please describe options available within career pathways to support long-term career goals? (ACTIVITIES/PROJECT DESIGN)
4. Tell us about your existing partnerships with other workforce development service providers and educational institutions? (INPUTS)
5. Tell us about your existing partnerships with local businesses? (INPUTS)
6. Do you encourage participants to utilize other funding sources available to them? If so, what? (INPUTS)
7. Are you finding it easy to work with other sub-grantees in the transferring of participants? (ALL GRANTEE INTEGRATION)
8. Are you discussing with participants the benefits or options in terms of relocation? (PROGRAM DESIGN)

Research Question Two – WIF and WIOA:

1. Please explain in detail all WIF program services you are offering?
2. Please explain in detail all WIOA program services you are offering?

Research Question Three – Database:

(Larry will be sending these questions once formatted. They will be answered on a separate sheet)

Research Question Four – Local Program Differences:

1. What means do you use to match interests with skills or talents?
2. What in-house resources do you use during the initial meeting with the participant?

3. Is there a specific field or market that you see a higher demand for, and how does it affect your options available to participants?
4. Are participants showing an interest in course accreditation solely or also in internships and apprenticeships?
5. Please explain what Enhanced Supportive Services you are currently offering.
6. Have you found that one particular area has a higher need than another?
7. How do you conduct follow-ups on participants after relocation?
8. What is the average age of participants utilizing services?
9. What is the average age of participants enquiring about relocation?

Research Question Five – Barriers:

1. What issues have you run in to with regard to interest?
2. Has the reaction to the pathways available to participants been positive or negative?
3. What barriers are participants facing in terms of relocating or employment or course accreditation? (Answer yes or no to the below, explaining why they feel this is a barrier)
 - Substance abuse
 - Mental disabilities
 - Physical disabilities
 - Location
 - Childcare
 - Domestic violence
 - Stigma of being a high school dropout
 - Lack of knowledge of federal and state programs such as SNAP
 - Other

4. What obstacles in delivering resources to participants are you finding?

Conclusion/Discussion Question

1. How do you feel the program could be improved upon?

Appendix C
Self-Marketing: A Guide to Seeking and Obtaining Full-Time Employment

Louisiana State University
Online Distance Learning

**Self-Marketing: A Guide to Seeking and Obtaining Full-Time
Employment**

(Fourth Edition)

By:

Dr. Louis C. Mancuso

Scott O. Brame/CLECO Endowed Chair in Entrepreneurship

The Job Fair

Job fairs. . . many shudder at the words. Many have heard horror stories of:

- * long lines
- * companies attending but not hiring
- * confusion
- * crowds
- * the inevitable sea of navy-blue suits

Three Ps for Succeeding at the Job Fair

Preparation--The Key to Successful Endeavors

- * Pre-register {might provide prescreening}
- * Obtain a List of Employers & Plan Your Strategy
- * A Perfect Resume is a Must!
- * Learn to Sell Yourself--and Fast!

Professionalism--A Must at the Job Fair

- * Now is not the time to "stand out and be noticed" with unusual clothing or resumes.
- * Be Polite at all Times.
- * **Recruiters see Candidates** as Possible Future Representatives of their Organizations. You must
Display:
 - Confidence
 - Enthusiasm

-- Ability to Think and Speak on your Feet--and Under Pressure

*** Obtain the Recruiter's Business Card. Discuss how and when to follow-up with the Recruiter.**

Patience--A Virtue

* Make Notes after Speaking with the Recruiter

* You will not receive a job offer at the fair {the process takes three to four months [or longer]}

The Art of Writing Job-Search Letters

Before You Write

* Go to the Library

-- Find out about the Company

(check: www.hoovers.com)

-- Find out about the Industry

(check: Ebscohost)

-- Find out what is Going-On

Writing and Producing Job-Search Correspondence

* Design your letters to be work-centered and employer-centered, not self-centered. {You must go to the Library – www.hoovers.com & Ebscohost}

* Address your letters to a specific individual.

- * Use high-quality stationery and envelopes. {20 pound Bond paper.}
 - In Advertising You try to Use as Many Senses as possible--touch, sight, etc. (Suggestion: use 20 pound bond paper.)
- * Keep the letter to one page.
- * Tailor your letters for each situation.
 - Personalize a job objective
- * Show appreciation to the employer for considering your Application.
- * Make your letters easy to read and attractive.
 - Style--do not use script! (Use: Times New Roman 12 point.)
- * Be Honest!

The Types of Letters

Application Letter

- * Get enclosed resume read!
- * To generate interviews!
- * The Application Letter should be very specific--place job objective here.

Networking Letter

- * **Generate information interviews--not job interviews!**

Thank-you Letters

- * This is the most important yet least used tool in a job search
- * Letter should be warm and personal
- * Reemphasize your strongest qualifications
- * Reiterate your interest in a position
- * Provide supplemental information not previously given
- * Draw attention to the good match between your qualifications and the job requirements
- * Express your sincere appreciation

Appearance Counts in Resume Writing

There is no single correct way to design your resume. However, the following are a few suggestions that you might consider:

- * Appearance of Resume
 - Typesetting
 - Good Paper Stock (Suggestion: 20 pounds bond paper)
 - Quality Printing Job
 - Use Bold, Underline, or Italics
 - Use Composition Rules--lots of white space
 - Use Proper Spelling, Correct Grammar, and be Neat
- * Paper
 - Color--off-white, light blue, or light gray

- Textured
- * Length of Resume
 - Approximately One Page

The Resume: How to Speak to Employers' Needs

A resume can prepare an employer to like you by revealing these four qualities:

- * Industriousness and Ambition
Activities, employment, and achievements illustrate such.
- * Cooperative Attitude
Participation in activities, clubs, and sports speak to this.
- * Interest in the Work and Enthusiasm for the Employer's Product or Service.
Job objective should be contained in the application letter.
- * An Orderly and Businesslike Mind
A crisp, neat format reflects a businesslike mind. A poorly typed and sloppily reproduced resume triggers a dislike.

Writing Your Resume

The resume is a written presentation of yourself that highlights your experiences and achievements. In writing your resume, you will want to include the information that best qualifies you for either a specific job or area of interest. Recruiters use the resume to develop an impression of you, as well as a guide for the interview process.

Resume Heading

Name, Address, Phone Number, Email address

{include: both campus and permanent phone numbers}

[Note: Voicemail and email addresses should be professional.]

Resume Objective

The simplest format can be stated by job title, e.g.,

Sales Representative-Consumer goods, or Public Accountant-Audit and Taxes

The Objective is not mandatory but should be placed in cover letter.

Resume Education

Degree you will receive/have received

School/Graduation Date

Include GPA {if over 3.0}

Relevant Course Work or Electives

Award, Honors, or Scholarships

Work Experience

Name of Company

Location

Job Title

Dates of Employment

Brief Description of Duties/Accomplishments

College Honors and Activities

Avoid both Religious and Political Activities

List Organizations, Office, Position, or Committee Assignments

Special Section

List Experiential Exercises that have helped to Prepare You for the Position

Personal Data

List Special Skills, Characteristics, or Interests

Avoid--height, weight, health, age/date of birth, marital status, etc.

References

Will be Furnished Upon Request

In Microsoft Word under 'New' you can obtain a variety of resume formats and cover letter formats.

Interviewing

Preparing Better Than Your Competitors

- * The biggest mistake made by job candidates is grossly underestimating the competition.
- * Go to the Library – www.hoovers.com & Ebscohost
- * Dress Well!!

- * Carry a Copy of Your Resume
- * Communicate Well
 - Non-Verbal Communications
 - Verbal Communications
- * Handle Your Liabilities
 - Recognize the liability as a legitimate issue or concern.
 - Identify the strength that is perceived by the interviewer as missing.
 - Prove that you have that strength.

Topics for Questioning the Employer during an Interview

- * Successful interviews rely upon the active participation of both the interviewer and the interviewee.
- * You need to ask questions to get as much detailed information on company needs and the job, so that you can determine if you will be comfortable with that organization.
- * Topics for Questions
 - Opportunities for Growth
 - Typical career paths and realistic time frames for advancement
 - Performance evaluation and promotional opportunities
 - Typical first year assignments

Initial and future training programs
Type and length of training required
Company's "personality" and management style
Policy on promotion
Expectations of new hires

Interviewer's own experience with organization

Qualities needed in new hires
Characteristics of person successful with company
Description of work environment
Departmental structure
Future growth plans
Challenging facets of job
Organization's stability and fiscal soundness
Differences from competition

Questions Asked by Employers

What do you see yourself doing five years from now?
What are your long-range career objectives?
What are the most important rewards you expect in your career?
Why did you choose the career for which you are preparing?
What do you consider to be your greatest strengths and weaknesses?

Tell me about yourself?

How would you describe yourself?

How do you think a friend or professor who knows you would describe you?

What motivates you to put forth your greatest efforts?

Why should I hire you?

How do you determine or evaluate success?

In what ways do you think you can make a contribution to our organization?

What qualities should a successful manager possess?

Describe the relationship that should exist between a supervisor and those reporting to him or her?

What two or three accomplishments have given you the most satisfaction?

Describe your most rewarding college experience?

Why did you select your college/university?

What led you to choose your field or major?

If you could do so, how would you plan your study differently?

Do you think that your grades are a good indication of your academic achievements?

Are you able to work under pressure? Tell me of a situation where you had to work under pressure, and how you handled it?

Why did you decide to seek a position with this company?

What do you know about our company?

What two or three things are most important to you in a job?

What criteria are you using to evaluate the company for which you hope to work?

Do you have a geographical preference?

Would you be willing to consider geographical locations other than your preference area?

Would you be willing to relocate?

Are you willing to travel? How much travel would you be willing to consider?

Define cooperation.

What have you learned from your mistakes?

What major problem have you encountered, and how did you deal with it?

Would you be willing to take a drug test as a condition of employment?

Are you able to take instructions or criticism without feeling upset or hurt?

Do you prefer working with others or alone?

What do you hope to be earning two to five years from now?

What have you done that shows initiative?

What have you learned from the jobs you have held?

What is the most difficult situation you have faced?

What kind of people do you find it difficult to work with?

What qualifications do you have that will make you successful?

What would your references say?

May we check your references?

How has your college experience prepared you for this career?

Why did you decide to seek a position with this company?

How would you describe the ideal job for you?

If you were hiring a graduate for this position, what qualities would you seek?

How do you handle rejection?

Have you done the best work you are capable of doing?

Do you have any questions?

How to Dress for an Interview

- * Your primary goal in dressing for an interview is to feel great about the way you look while projecting an image that matches the requirements of the job and the company.
- * Go for perfection. Wear professionally pressed clothing in natural fabrics.
- * Don't make a fashion statement. Conservative is the password--dark blue, gray, and muted plaids.
- * Redefine cleanliness.
- * The interview is not the time to make a personal statement of nonconformity or disagreement with society's concept of professional image.
- * Image is important to all companies.

Elevator Speech

Have a 30 to 60-second Elevator Speech practiced and prepared!

Your Elevator Speech should contain:

- How you can help the company
- Your attributes

- And a good closing line

In other words, use AIDA in your Elevator Speech:

Attention {get the interviewer's attention}

Interest {build interest}

Desire {get the interviewer to want to hire you}

Action {ask for the internship/job}

Be Careful with Social Networking

Please be careful with anything you place on Facebook, etc. The prospective employer will more than likely look at what you have posted!

Voicemail

Make sure on Voicemail that your greeting is professional!