

Yavapai COLLEGE



**Northern Arizona Regional Training
Academy (NARTA)
Employer Survey
Executive Summary
Conducted Summer 2006**

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Fall 2006

**Northern Arizona Regional Training Academy (NARTA)
Employer Survey
Executive Summary**
Conducted August 2006

This survey was distributed to fifteen law enforcement employers throughout Northern Arizona from a list provided by the Yavapai College Police Certification Program. Employers are defined as local police agencies in Arizona. Employers were given names of 2004/05 NARTA graduates and asked to evaluate Yavapai College preparation of the students for work. They were not asked to evaluate the individual students. An on-line version of the survey was also provided as a response option. From the list provided, 12 surveys were returned (eight mail surveys and four on-line) reflecting an 80% response rate.

LEVEL OF SATISFACTION WITH STUDENT PREPARATION

The following components were measured to determine the employers' perspective of the preparation received by the Yavapai College NARTA graduates. All of the areas reported exceptional preparation (100% satisfaction) except for the following areas where fair ratings were reported for some of the graduates: Written communication skills, computation skills and productivity.

| | <u>% Fair</u> | <u>% Good</u> | <u>% Very good</u> |
|------------------------------|---------------|---------------|--------------------|
| Personal skills | --- | 25% | 75% |
| Ability to learn on the job | --- | 33% | 67% |
| Critical thinking skills* | --- | 50% | 42% |
| Oral/listening skills | --- | 42% | 58% |
| Written communication skills | 25% | 50% | 25% |
| Computation skills | 18% | 36% | 46% |
| Interpersonal skills | --- | 33% | 67% |
| Knowledge of general content | --- | 58% | 42% |
| Technical skills | --- | 42% | 58% |
| Productivity | 8% | 67% | 25% |
| Overall preparation | --- | 58% | 42% |

* "Don't know" response from one employer

Employers were asked to share any positive or negative experiences they have had with the work preparation of NARTA graduates. They were also asked to share any ideas that would help Yavapai College prepare its students for work as well as the most pressing workforce development needs in law enforcement in terms of positions and skills.

For a complete listing of comments, see following attachment.

**Survey Comments
Employers of NARTA Graduates 2006**

1. Organization/facility: Other

- 4. Coconino County
- 6. Bullhead CIM Police Department

3. Please share any particular positive or negative experience you have had with the work preparation of YC NARTA Graduates concerning the above items.

- 1. NARTA is our favorite of all the academies in Arizona. Good job guys!
- 2. More emphasis on ethics.
- 3. All NARTA graduates adapt to Law Enforcement Life quickly and NARTA is our first choice but we have had problems getting candidates into the program so we became our own academy through Mohave Community College.
- 5. The recruits that graduate from NARTA are some of our best employees and most successful. We feel that NARTA is the best academy in the state to send our officers too [sic].
- 6. In my experience, NARTA graduates are, for the most part, prepared for job after graduation.
- 7. Graduates come from NARTA well prepared physically and mentally for the job. Only area which I see that could be improved on is interviewing skills.

On-line Responses:

- 3. Interpersonal and teamwork skills of our NARTA graduates has always been exceptional. We still struggle with some graduates' ability to translate field experience into good written documents. We are working on addressing this with a post academy.
- 4. In comparison to ALEA, NARTA graduates have a better understanding of accident and DUI investigation, and have completed the TASER operator class.
- 5. All recruits speak very highly of their training at NARTA
- 6. Written and Computation Skills are not necessarily a reflection on NARTA/YC. We have experienced poor written and computation skills in many younger applicants and believe it is a reflection of their overall educational process throughout life.

5. Please share any ideas you have that could help YC better prepare its students for work in your organization.

On-line Responses:

3. Awareness that each department has its own organizational culture.
4. Scenario based training with simunitions, would greatly increase officer safety awareness and principles, giving the cadet the most realistic environment to learn in.

6. What are your most pressing workforce development needs in law enforcement in terms of positions and skills in your company?

6. Interpersonal skills. Problem solving skills.
7. Improved interviewing skills. Improved report writing skills.
8. The recruits[sic] ability to form proper sentences! Making reports clear & concise!

On-line Responses:

3. Candidates with the skills who can meet POST background standards.
4. Recognizing illegal drugs, detection and trafficking. Thorough investigations to include follow up.
6. Investigative skills; Interview skills; Written Communication skills (report writing)

Employers of Northern Arizona Regional Training Academy (NARTA) Graduates
August 2006

Feedback from employers of NARTA graduates is essential in the college's effort to improve programs and services. Your response will be kept confidential; only aggregate data from the survey is reported. Please note that we want only one corporate reply from each agency representing your overall assessment for all our NARTA graduates you employ. Your reply is greatly appreciated.

1. Organization/facility:

- | | |
|---|--|
| <input type="checkbox"/> 1 Camp Verde Marshall's Office | <input type="checkbox"/> 7 Navajo County Sheriff's Office |
| <input type="checkbox"/> 2 Chino Valley Police Department | <input type="checkbox"/> 8 Prescott Police Department |
| <input type="checkbox"/> 3 Cottonwood Police Department | <input type="checkbox"/> 9 Prescott Valley Police Department |
| <input type="checkbox"/> 4 Flagstaff Police Department | <input type="checkbox"/> 10 Sedona Police Department |
| <input type="checkbox"/> 5 Fort Mohave Tribal Police | <input type="checkbox"/> 11 Yavapai County Sheriff's Office |
| <input type="checkbox"/> 6 Mohave County Sheriff's Office | <input type="checkbox"/> 12 Other _____ |

2. Please rate how well Yavapai College prepared NARTA graduates in the following areas:

| | Very Poor | Poor | Fair | Good | Very Good | Not Applicable | Don't Know |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| Personal skills (attitude toward work, responsibility, self-esteem) | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 | <input type="checkbox"/> 7 |
| Ability to learn on the job, adapt to new technologies | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 | <input type="checkbox"/> 7 |
| Critical thinking skills (ability to problem solve, find and analyze information) | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 | <input type="checkbox"/> 7 |
| Oral/listening communication skills | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 | <input type="checkbox"/> 7 |
| Written communication skills | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 | <input type="checkbox"/> 7 |
| Computation skills (basic math, charts and graphs) | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 | <input type="checkbox"/> 7 |
| Interpersonal skills (ability to work with others, teamwork) | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 | <input type="checkbox"/> 7 |
| Knowledge of general content for a specific job or industry | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 | <input type="checkbox"/> 7 |
| Technical skills (familiarity with equipment, processes specific to industry or job) | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 | <input type="checkbox"/> 7 |
| Productivity (ability to handle work load, efficient use of time and resources) | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 | <input type="checkbox"/> 7 |
| Overall preparation of completer(s) for job | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 | <input type="checkbox"/> 7 |

3. Please share any particular positive or negative experience you have had with the work preparation of Yavapai College NARTA graduate(s) concerning any of the above items.

5. Please share any ideas you may have that could help Yavapai College better prepare its students for work in your organization.

6. What are your most pressing workforce development needs in law enforcement in terms of positions and skills in your company?

Thank you for help!