

A Step-Back: Feedback from Youth Customers of the YCP Grant Projects

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Agenda

- The Value of Feedback
- Survey Results
- Soliciting Feedback
- Taking Programs to the Next Level
- Focus Groups and Beyond

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The Value of Feedback

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“To assume makes an...”



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Feedback ⇒ Improvement
Feedback ⇒ Innovation

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Survey Results

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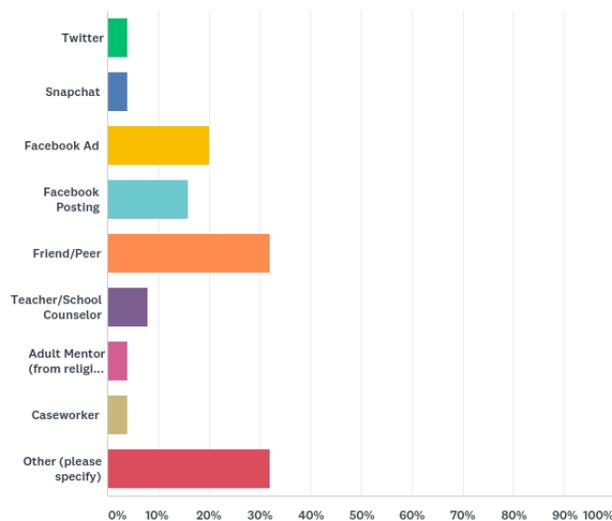
Who are your customers?

Among respondents:

- 50% are 20-22 years old
- 68% have a high school diploma
- 72% identify as male

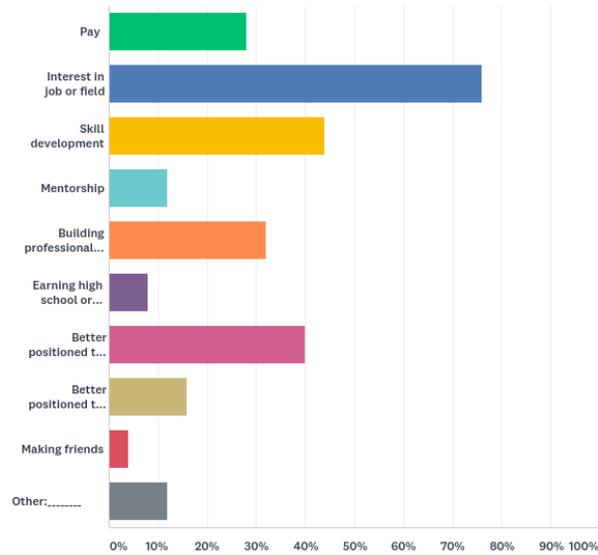
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Q5 How did you hear about the career pathways program? Check all that apply. For example, if you heard about the program through a friend's message on facebook, select "Facebook" and "Friend."



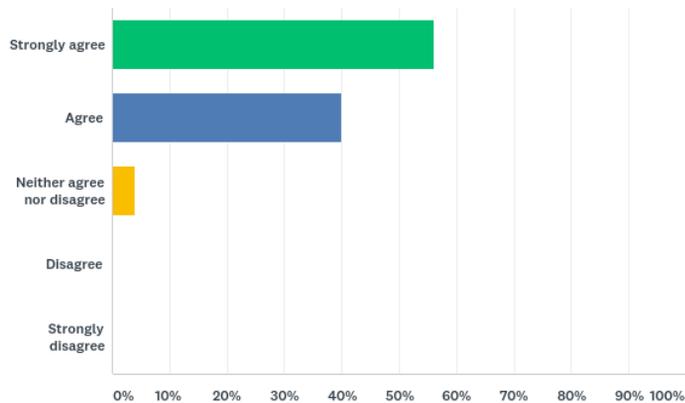
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Q6 What are the top three reasons that you joined this program? Please select up to three options.



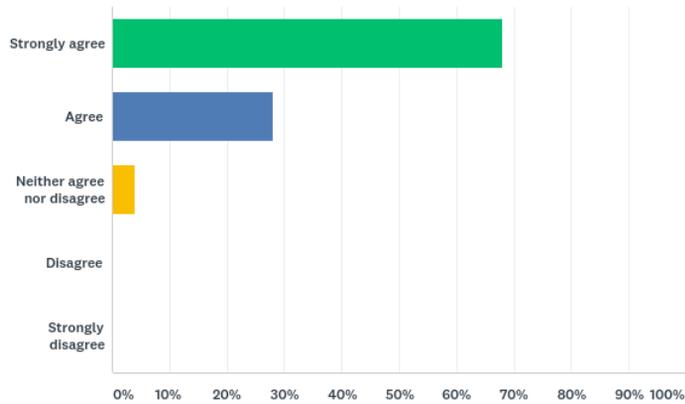
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Q7 I feel that my host agency prepared me well before beginning my job/program.



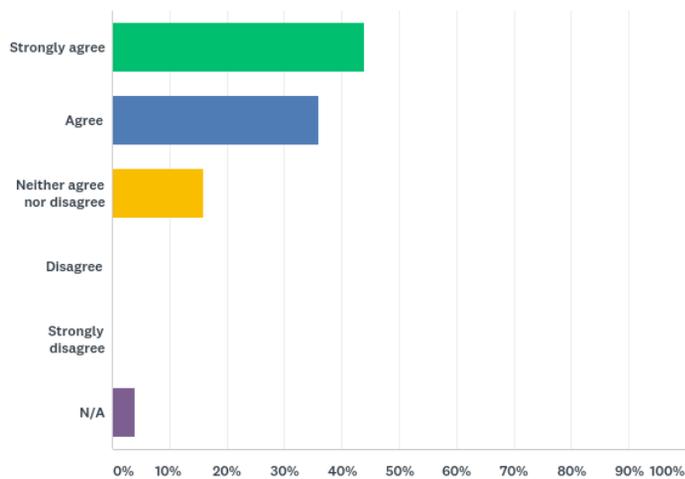
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Q8 I feel that I have received good support and guidance from staff at my host agency.



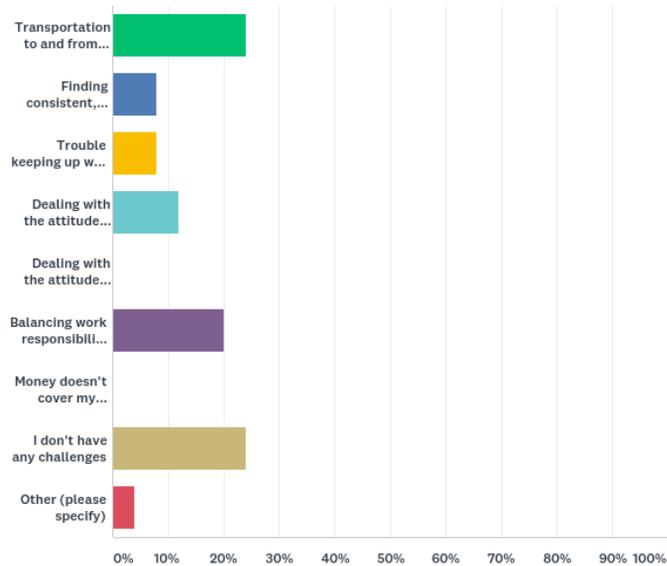
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Q9 I feel that I have received good support and guidance from my employer.



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Q10 My biggest challenge for remaining successful in this program is...



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Qualitative Feedback

"That they help you find work after completing the program"

"I wish the program was Monday-Friday."

"I wish we had a lunchroom"

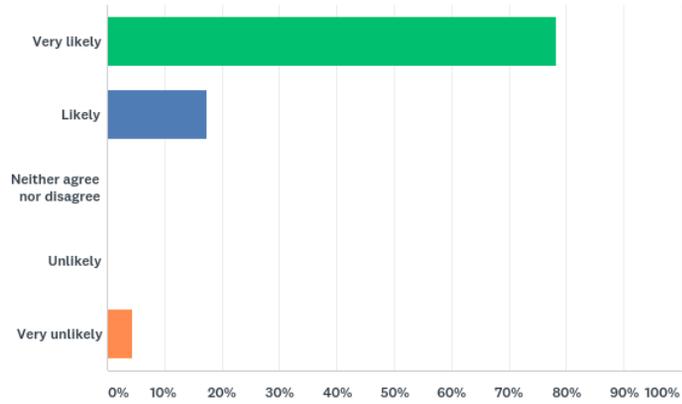
"the way the teacher teaches is amazing and understanding and hopeful when it comes to exams"

"We have good teachers"

"I liked making friends"

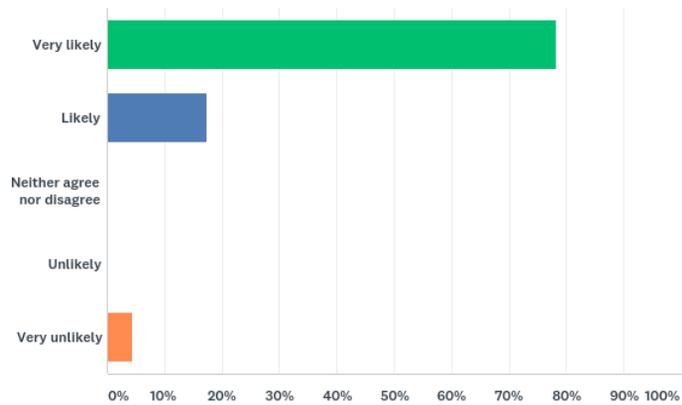
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Q13 How likely are you to complete this program.



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Q13 How likely are you to complete this program.



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Takeaways

- Overall, students are satisfied with programming
- They want substance, more hours
- Transportation and balancing work responsibilities are their two biggest challenges
- Reaching more women



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“What are your takeaways?”

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Soliciting Feedback

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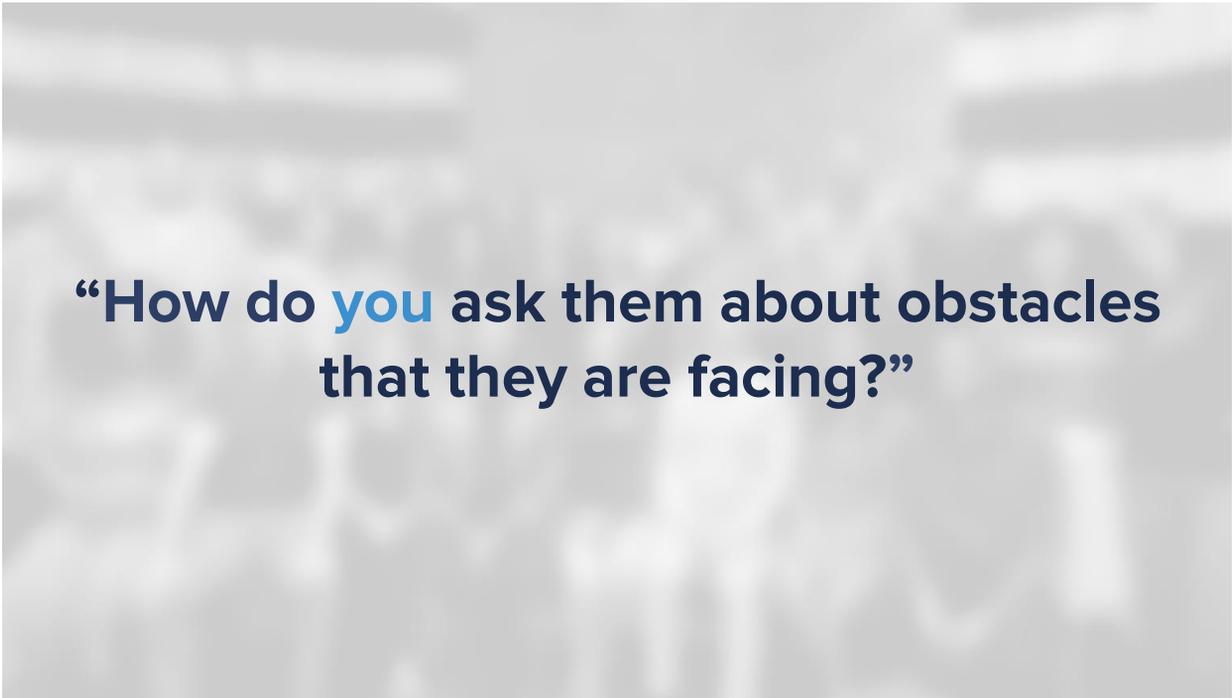


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“How do **you gauge how your youth are experiencing the program?”**

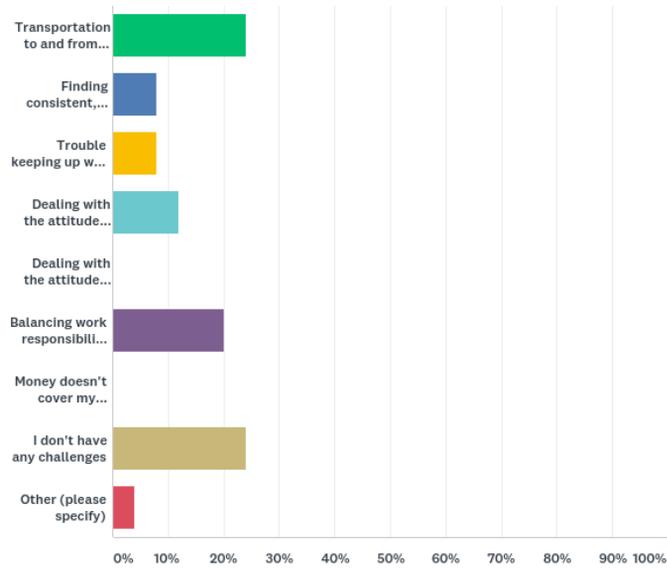
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“How do **you ask them about obstacles that they are facing?”**

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Q10 My biggest challenge for remaining successful in this program is...



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“How do you plan your day?”

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Taking Programs to the Next Level

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Potential Opportunities to Innovate

- Engaging youth customers
- Seeking employer feedback
- Setting employer expectations
- Understaffed
- Others?

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Collecting Additional Feedback

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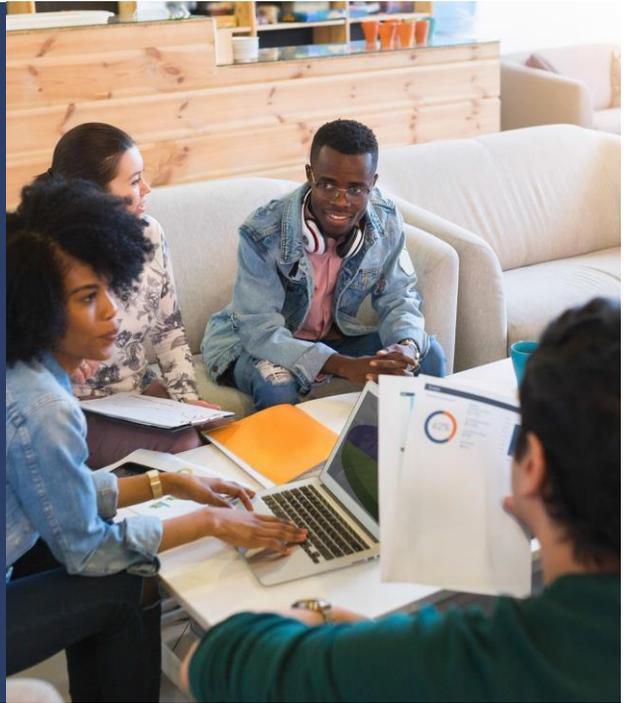
Potential Opportunities to Collect Feedback

- Continue to encourage your youth customers to complete the survey
 - If you'd like results specific to your agency, please let me know
- Two remaining focus groups
- Host your own focus groups
- Others?

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Action Step:

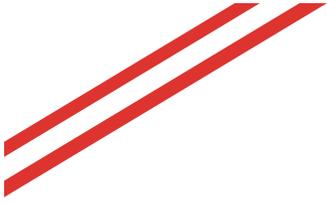
Host your own focus group!



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Announcements

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Thank you!

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