ABQ Employer Community Survey Update

January 2019
Bridging The Talent Gap Locations as of December 2018

The Graduate! Network Sites as of December 2018

More than 2,300 Employer Survey participants to date (since mid 2016)

More than 950 Employee Survey participants to date (since August 2018)
Who participated?

- 201 full + partial completions
- Employer Size
  - 66% small employers (1 – 200 employees)
  - 18% medium-sized employers (201 – 1,000 employees)
  - 16% large employers (more than 1,000 employees)
- Most represented industries
  - Professional, scientific, and technical services (19%)
  - Health care (18%)
  - Education services (18%)
  - Finance and insurance (11%)
  - Construction (11%)
Reasons for hiring difficulty

- Lack of the right skills for the job: 51%
- Lack of the right work experience: 49%
- Competition from other employers: 49%
- Low number of applicants: 47%
- Qualified candidates are not within our pay range: 45%
Across all skill types, education attainment offers an “education premium”

<table>
<thead>
<tr>
<th>Percent of labor pool possessing skills identified as applicable by employers</th>
<th>Baseline (HS) (49%)</th>
<th>Education Premium</th>
</tr>
</thead>
<tbody>
<tr>
<td>Four-year degree</td>
<td></td>
<td>17% Gain</td>
</tr>
<tr>
<td>Two-year degree</td>
<td></td>
<td>10% Gain</td>
</tr>
<tr>
<td>High school diploma</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Applied Skills: Percent of respondents saying labor pool possesses skill: High school diploma holders versus four-year degree holders

- **Diversity**: 59% (4-YR Degree) vs. 71% (HS Diploma)
- **Teamwork/Collaboration**: 52% (4-YR Degree) vs. 79% (HS Diploma)
- **IT Application**: 48% (4-YR Degree) vs. 76% (HS Diploma)
- **Problem Solving**: 38% (4-YR Degree) vs. 75% (HS Diploma)
- **Leadership**: 24% (4-YR Degree) vs. 60% (HS Diploma)
The profile of future education needs for Albuquerque is changing.

Anticipated increased need for graduates over the next 5 years:

- High School Diploma: 32%
- Industry/Professional Association Credential: 45%
- Post-secondary Certificate: 33%
- Technical College Diploma/Certificate: 33%
- Associate's Degree: 24%
- Bachelor's Degree: 41%
- Advanced Degree: 28%
Partnering with education institutions is the most scalable and affordable way to make progress but relatively few employers take advantage.

Only 10% of employers currently partner with local post-secondary institutions.

85% of those not currently partnering either definitely or possibly might consider partnering.

- Yes, definitely (22%)
- Possibly, but I need to learn more about partnering to make a good decision (55%)
- Not at this time, but I might be interested in the future (9%)
- Not at this time and do not anticipate any partnering in the foreseeable future (15%)
- Not at this time and do not anticipate any partnering in the foreseeable future (15%)
ABQ Employee Community Survey Update

January 2019
Survey Respondent Profile

- 313 participants
- 33% younger than 35
- 73% female
- 32% speak more than one language
- 42% identify as Hispanic/Latino; 51% identify as White
## Education status: Credential Completions

<table>
<thead>
<tr>
<th>Credential</th>
<th>Completed N(%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>High school or equivalent</td>
<td>257 (78%)</td>
</tr>
<tr>
<td>Certificate or technical credential</td>
<td>86 (26%)</td>
</tr>
<tr>
<td>Associate's degree</td>
<td>114 (34%)</td>
</tr>
<tr>
<td>Bachelor’s degree</td>
<td>206 (62%)</td>
</tr>
<tr>
<td>Advanced degree (Masters, MD, PhD, etc.)</td>
<td>102 (31%)</td>
</tr>
</tbody>
</table>
## Education status: Progress and plans

<table>
<thead>
<tr>
<th>Credential not yet completed (N)</th>
<th>Currently working on it N (%)</th>
<th>Plan to work on it in the future N (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>High school or equivalent (60)</td>
<td>11 (18%)</td>
<td>2 (3%)</td>
</tr>
<tr>
<td>Certificate or technical credential (228)</td>
<td>16 (7%)</td>
<td>34 (15%)</td>
</tr>
<tr>
<td>Associate's degree (203)</td>
<td>18 (9%)</td>
<td>29 (14%)</td>
</tr>
<tr>
<td>Bachelor’s degree (112)</td>
<td>14 (13%)</td>
<td>51 (46%)</td>
</tr>
<tr>
<td>Advanced degree (Masters, MD, PhD, etc.) (224)</td>
<td>25 (11%)</td>
<td>92 (41%)</td>
</tr>
</tbody>
</table>
What motivates those employees currently working on their education?

- **To advance or change my career**: 85%
- **Personal reasons**: 70%
- **My family/friends/community are supportive**: 65%
- **To provide a good example for my family**: 54%
But there are challenges lurking along the way

- Financing education costs: 83%
- Keeping up with family responsibilities: 70%
- Keeping up with work responsibilities: 55%
- Keeping up with or performing satisfactorily in my coursework: 43%
What will motivate employees to take action on their plans?

- Improved financial ability: 67%
- More time to devote to my education: 65%
- More information on how to get financial aid, sign up for coursework, etc.: 39%
- More support from my employer: 37%
- Enhanced adult-friendly learning programs: 30%
What motivated you to stop your plans for education?

- I don't need more education for my career goals: 36%
- The credential I selected is not needed for my educational goals: 35%
- Financial barriers: 26%
- More education would not result in a better job/more pay with my employer: 23%
Would you reconsider your decision?

46% expressed willingness to reconsider their plans . . .

. . . 30% of these respondents said they would welcome suggestions or guidance to achieve their goals.
What education support is offered by your employer?

- **College coursework support**: 34% of employees, 51% of employers
- **Non-college coursework support**: 27% of employees, 56% of employers
- **On-the-job training/learning**: 45% of employees, 84% of employers
- **Non-financial education support**: 41% of employees, 62% of employers
- **None of the above**: 11% of employees, 6% of employers
- **I don’t know of any support my employer provides for education, learning, or training.**: 19% of employees
What do education friendly work place efforts do employees seek to pursue their education?

- Flexible work schedules to fit learning schedules: 63%
- Allow me to work from home: 51%
- Financial aid for books and course materials/fees: 51%
- Create work schedules that fit class schedules across the semester: 49%
- Advice on education goals to advance my career goals: 37%
- Offer information/services that make education more affordable: 34%
- Allow employees to have breaks for study while at work: 34%
- Promote a more education friendly work environment: 29%
- On-site classes: 29%
- Networking or study group opportunities with other students: 26%
Additional Slides
Why don’t employees take advantage of workplace education benefits?

- Employees are too busy or otherwise committed to pursue learning or education: Employee 76%, Employer 54%
- Lack of knowledge about our employer’s education support program: Employee 27%, Employer 33%
- Lack of promotion by management: Employee 17%, Employer 23%
- There are no incentives or benefits for employees to pursue learning or education: Employee 25%, Employer 21%
- Lack of interest in our employer’s education program: Employee 30%, Employer 13%
- There are few or no options for learning or education in our area: Employee 13%, Employer 2%
How can employers support an Education Friendly workplace?

| Allow flexible work schedules to accommodate employees' classes | 72% |
| Create work schedules that accommodate class schedules for the entire semester | 50% |
| Publicly recognize employees who have graduated or achieved significant educational milestones | 49% |
What type of learning does your employer provide education assistance?

<table>
<thead>
<tr>
<th>Option</th>
<th>Percentage</th>
</tr>
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<tbody>
<tr>
<td>Only those courses or programs that are relevant to my employer’s needs</td>
<td>53%</td>
</tr>
<tr>
<td>Any course or program that is approved by my employer</td>
<td>26%</td>
</tr>
<tr>
<td>Any course or program that I choose regardless if it is or is not relevant to my employer’s needs</td>
<td>14%</td>
</tr>
<tr>
<td>I don’t know</td>
<td>7%</td>
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Albuquerque employers are hiring . . .

. . .but struggling to find . . .

. . . and keep their employees

Hiring Landscape

Percent of employers having difficulty hiring . . .

- Engineers: 87%
- Skilled Trades (electricians,..): 84%
- High-Skill Medical (nurses,..): 81%
- Scientists: 79%
- Sales Representatives: 72%
- Production Operators: 71%
- Managers and Executives: 68%
- Drivers: 63%
- HR Professionals: 59%
- Accounting and Finance...: 55%
- Customer Service Representatives: 55%
- Sales Representatives: 55%
- Hourly Laborers: 48%
- Administrative Support Staff: 38%
How good is business in Albuquerque?

For the community . . . mixed

42% Positive
44% Negative

For the individual organizations . . . great

86% Anticipate growth next 3-5 years
Financial support for learning is widespread and varied, but more can be done to encourage pursuit of learning.

<table>
<thead>
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<th>Type of support</th>
<th>Percent</th>
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<tr>
<td>Financial support to pursue college level courses</td>
<td>51%</td>
</tr>
<tr>
<td>Financial support for learning/training that is not college coursework</td>
<td>56%</td>
</tr>
<tr>
<td>On-the-job learning or training</td>
<td>84%</td>
</tr>
<tr>
<td>Non-financial support for education</td>
<td>62%</td>
</tr>
<tr>
<td>None of the above at this time</td>
<td>6%</td>
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<td>Publicly recognize employees who have graduated or achieved significant educational milestones</td>
<td>49%</td>
</tr>
<tr>
<td>Make office computers/technology available to employees for studying and school work after scheduled work hours</td>
<td>38%</td>
</tr>
<tr>
<td>Advise employees on which degrees will benefit their career</td>
<td>32%</td>
</tr>
<tr>
<td>Invite higher education or other learning providers to your organization's location to talk about educational opportunities</td>
<td>25%</td>
</tr>
<tr>
<td>Allow employees to have breaks for study while at work</td>
<td>22%</td>
</tr>
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</table>
Is it worth it?

It’s worth it personally . . . 97%

. . . And professionally 93%
Approximately **58%** of education benefits are used annually. Why not more?

- Workers are too busy or committed otherwise to pursue learning: 76%
- Lack of interest in our programs: 30%
- Lack of knowledge about our programs: 27%
- No incentives or benefits in our organization for pursuing learning: 25%
- Lack of promotion by management: 17%
- Few or no options for learning in our area: 13%
- Too difficult for workers to access our benefits: 9%
- Workers do not need additional benefits in this area: 9%
Survey Respondent Profile

- Hours worked /week
  - 51% 11 – 20 hours per week
  - 47% 21 – 40 hours per week

![Bar chart showing the distribution of employment levels among survey respondents.](chart)

- 8% Entry-level
- 12% Entry-level > 1 yr
- 43% Mid-level non-supervisor
- 27% Mid-level supervisor
- 9% Executive
Education status: Completed credentials

- High school or equivalent: 78%
- Certificate or technical credential: 26%
- Associate's degree: 34%
- Bachelor's degree: 62%
- Advanced degree (Masters, MD, PhD, etc.): 31%
How does your employer provide education assistance?

<table>
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<tr>
<th>Method</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Cost reimbursement (The employee pays the cost upfront and is later reimbursed by my employer.)</td>
<td>53%</td>
</tr>
<tr>
<td>Cost deferral (My employer pays the cost upfront and the employee does not have to pay anything.)</td>
<td>32%</td>
</tr>
<tr>
<td>I don’t know</td>
<td>15%</td>
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What motivates those employees currently working on their education?

- To advance or change my career: 85%
- Personal reasons: 70%
- My family/friends/community are supportive: 65%
- To provide a good example for my family: 54%
- My coworkers/employer are supportive: 37%
- If I did not act I would not be able to do so in the future: 28%
Reasons for hiring difficulty

- Lack of the right skills for the job: 51%
- Lack of the right work experience: 49%
- Competition from other employers: 49%
- Low number of applicants: 47%
- Qualified candidates are not within our pay range: 45%
- Lack of education/training: 31%
- Lack of needed credentials/certifications: 30%
- Qualified candidates not interested in moving to our local area: 28%
- Local education does not produce enough qualified candidates: 26%
- Lack of interest in type of job: 22%
- Candidates are overqualified: 8%