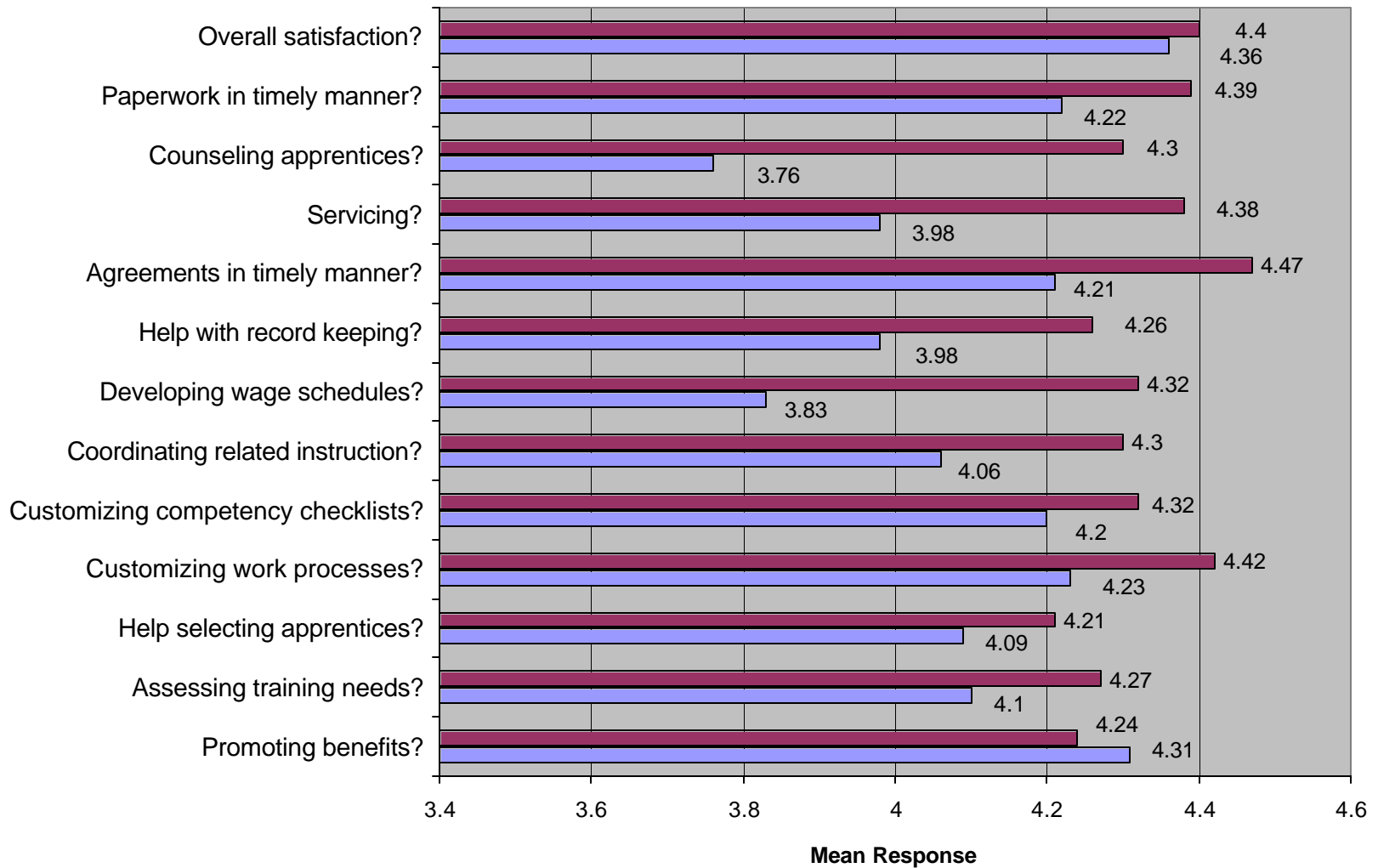
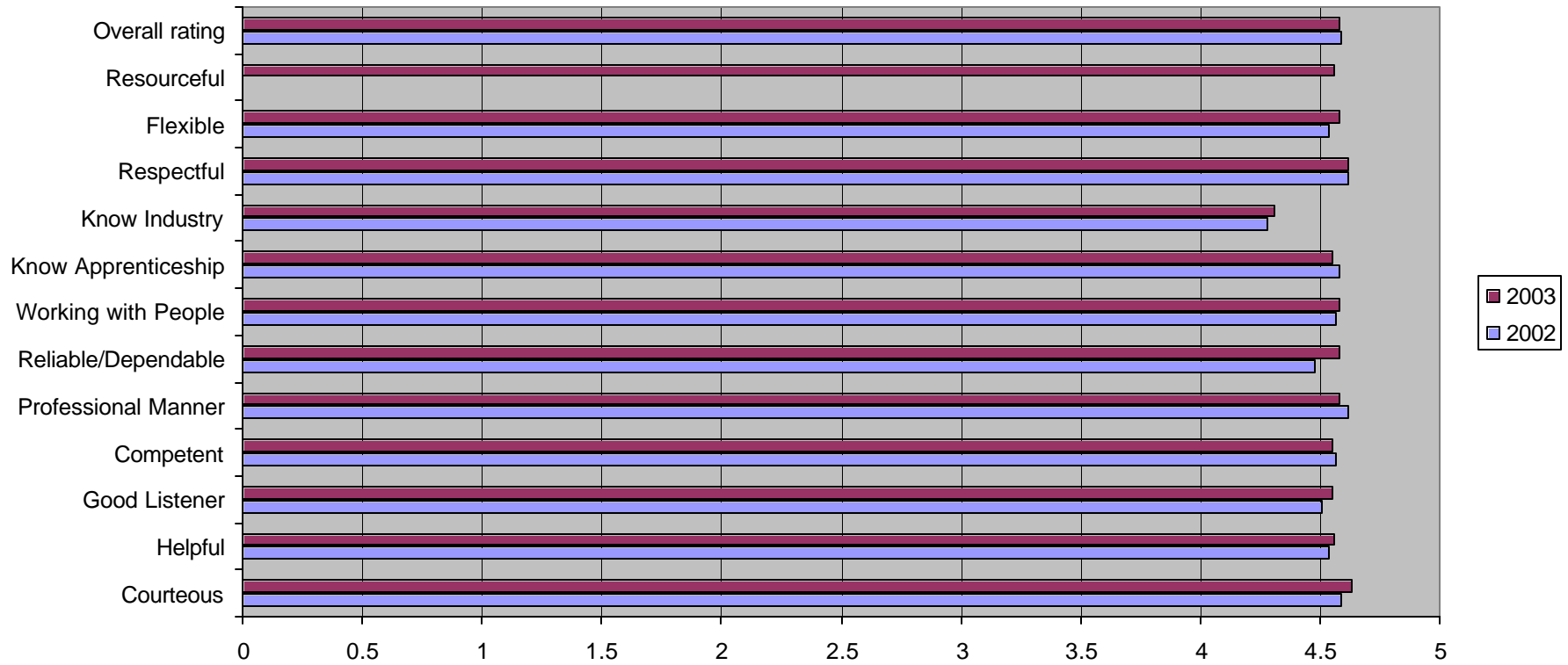


**Employer Satisfaction with Services:
1=Very Dissatisfied, 2=Dissatisfied, 3=Neutral, 4=Satisfied, 5=Very Satisfied**



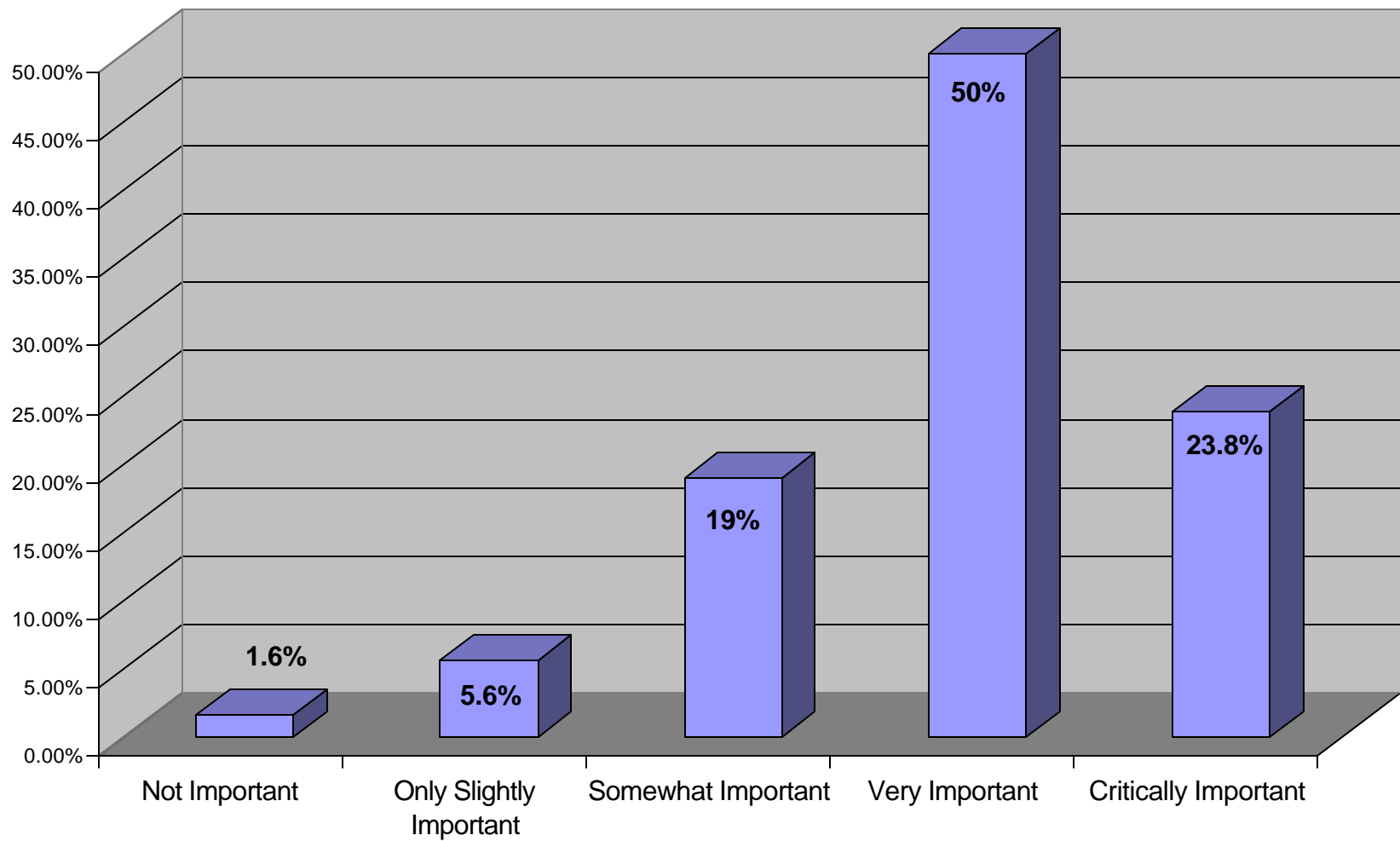
**Employer Rating of Apprenticeship Consultants:
1=Very Dissatisfied, 2=Dissatisfied, 3=Neutral, 4=Satisfied, 5=Very Satisfied**



	Courteous	Helpful	Good Listener	Competent	Professional Manner	Reliable/Dependable	Working with People	Know Apprenticeship	Know Industry	Respectful	Flexible	Resourceful	Overall rating
2003	4.63	4.56	4.55	4.55	4.58	4.58	4.58	4.55	4.31	4.62	4.58	4.56	4.58
2002	4.59	4.54	4.51	4.57	4.62	4.48	4.57	4.58	4.28	4.62	4.54	0	4.59

Mean Response

How Important is Your Apprenticeship-Training Program Relative To Your Company's Goals?

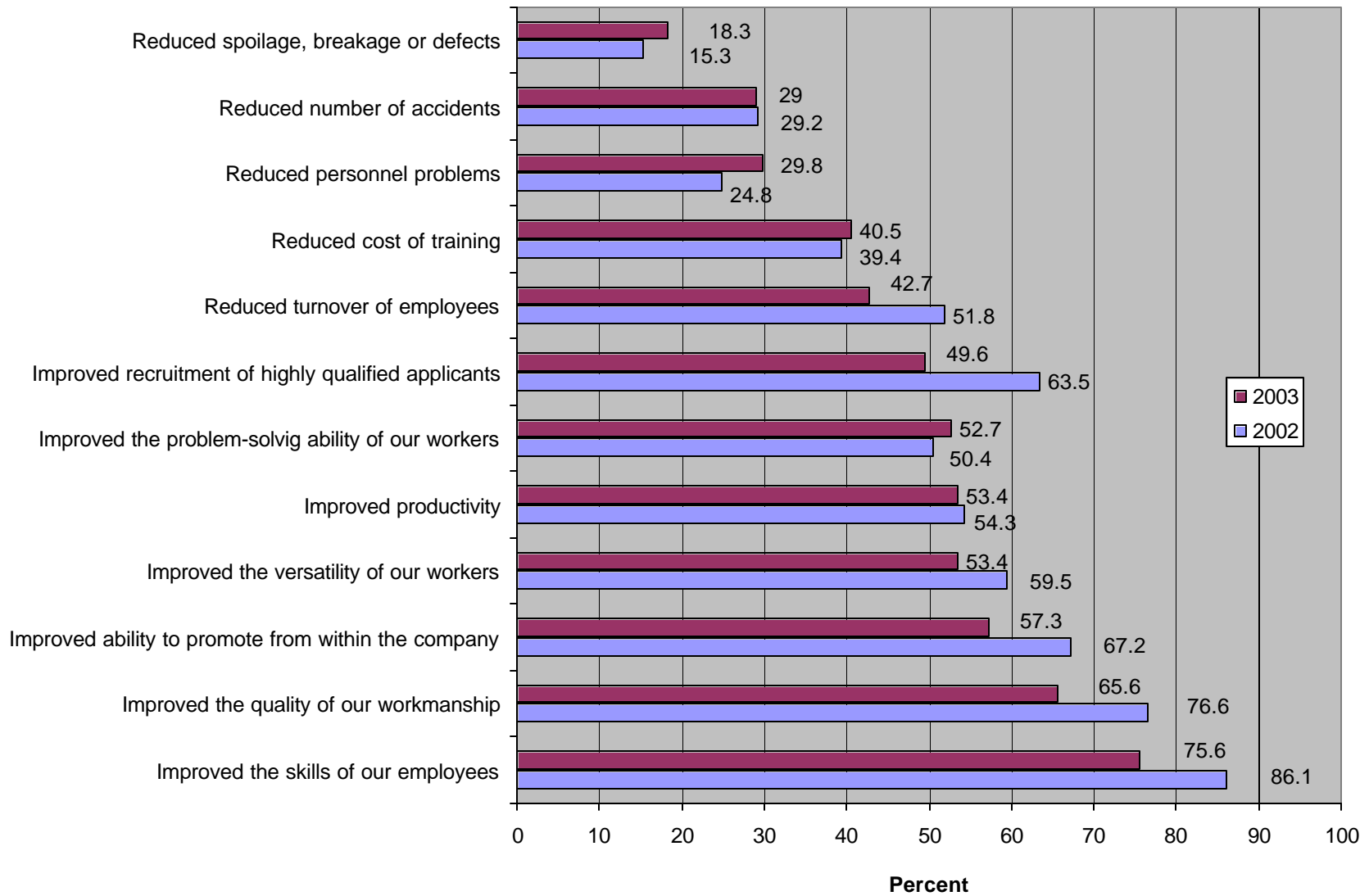


	2002	2003
Promoting benefits?	4.31	4.24
Assessing training needs?	4.1	4.27
Help selecting apprentices?	4.09	4.21
Customizing work processes?	4.23	4.42
Customizing competency checklists?	4.2	4.32
Coordinating related instruction?	4.06	4.3
Developing wage schedules?	3.83	4.32
Help with record keeping?	3.98	4.26
Agreements in timely manner?	4.21	4.47
Servicing?	3.98	4.38
Counseling apprentices?	3.76	4.3
Paperwork in timely manner?	4.22	4.39
Overall satisfaction?	4.36	4.4

	2002	2003
Courteous	4.59	4.63
Helpful	4.54	4.56
Good Listener	4.51	4.55
Competent	4.57	4.55
Professional Manner	4.62	4.58
Reliable/Dependable	4.48	4.58
Working with People	4.57	4.58
Know Apprenticeship	4.58	4.55
Know Industry	4.28	4.31
Respectful	4.62	4.62
Flexible	4.54	4.58
Resourceful	0	4.56
Overall rating	4.59	4.58

	2003
Not Important	1.60%
Only Slightly Important	5.60%
Somewhat Important	19.00%
Very Important	50.00%
Critically Important	23.80%

Benefits of Having Registered Apprenticeship Program, According to Employers



	2002	2003
Improved the skills of our employees	86.1	75.6
Improved the quality of our workmanship	76.6	65.6
Improved ability to promote from within the company	67.2	57.3
Improved the versatility of our workers	59.5	53.4
Improved productivity	54.3	53.4
Improved the problem-solving ability of our workers	50.4	52.7
Improved recruitment of highly qualified applicants	63.5	49.6
Reduced turnover of employees	51.8	42.7
Reduced cost of training	39.4	40.5
Reduced personnel problems	24.8	29.8
Reduced number of accidents	29.2	29
Reduced spoilage, breakage or defects	15.3	18.3