

The Center for Community Studies  
at  
Jefferson Community College

**PRESENTATION OF RESULTS**  
September, 2001

PROJECT:  
**BLACK RIVER CORRIDOR ECONOMIC  
ADJUSTMENT STRATEGY**

**TASK D**

**Labor Force Analysis**

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Presentation of Results

Black River Corridor Economic  
Adjustment Strategy Project

Labor Force Analysis

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## **Introduction**

The Center for Community Studies at Jefferson Community College completed the *Black River Corridor Economic Adjustment Strategy* for Jefferson County throughout the year 2001.

One component of this development of future economic strategies is an assessment of the current levels of skills, employment experiences, training, and education among adults residing in the county. To complete this skills assessment, survey research methodology was utilized. A questionnaire was developed by the Center for Community Studies.

Three different populations were of particular interest in this research: 1) the population of all adults who live in Jefferson County, 2) a subset of the first population that includes all spouses of military personnel who are stationed at Fort Drum, and 3) all soldiers who are separating from the military while at Fort Drum. The questionnaire required slight modification when being administered to each of these three groups, however, the primary objective remained the same in each case ... assessment of work experiences, job skills, and educational background. Blank copies of each of the three survey instruments are included in the appendices.

## **Methodology – All Adults in Jefferson County**

Initially, 814 telephone numbers from within Jefferson County were randomly selected. During March and April of 2001, these telephone numbers were used to contact residents to complete the survey. Phone calls were made during both the daytime and evening hours, on both weekdays and weekends. There were five different possible outcomes that could result after an attempt: 1) a completed interview, 2) a decline to be interviewed, 3) an invalid phone number, 4) a busy signal, or 5) no answer. In the case of either a busy signal or no answer, multiple attempts, at varying times of day, were made to these telephone numbers. Typically, a number was attempted at least 6 times before it was finally classified as either busy or no answer. The success rate of completing interviews with this methodology was very high, resulting with the following distribution:

- Completed Interviews 322
- Declines 188
- Invalid Telephone Numbers 139
- No Answer Continually 159
- Busy Continually 6

A success rate of 47.7% (322 of the 675 valid telephone numbers) is very high within the fields of social science research and measurement of public opinion. (Valid numbers are the result of the initial 814 less the 139 invalid numbers – 675.)

## **Methodology – Spouses of the Military**

Copies of the military spouse version of the questionnaire were provided to Ms. Donna Orvis, Director of the MWR Community Activities Marketing Office. Throughout June and July of 2001, the surveys were distributed to spouses in military housing, through the Ft. Drum Housing Mayoral System. Ninety-five (95) completed surveys were returned to The Center for Community Studies on July 15, 2001.

## **Methodology – Separating Soldiers**

The Army Career and Alumni Program (ACAP) Office at Ft Fort Drum contacted 261 soldiers who were leaving the Army during June and July of 2001. Each of these soldiers completed a questionnaire.

This presentation of results includes an overall summary of the findings comparing the major skill areas for each of the three populations. Following the overall comparison and summary are detailed findings from within each of the three groups that were sampled.

Typically the results are reported as percentages, however, at times the questions were quantitative, in which case the mean and/or median response, standard deviation response, and range of responses are reported to fully describe the distribution of outcomes. The margin of error in using these sample estimates (%'s) to generalize to the entire populations from which they were selected is approximately +/- 5-10% (depending on the sample size for each question).

## **Overall Summary of Findings**

After assessing the employment experience, labor skill, and education levels of the following three groups:

- Jefferson County Residents in general,
- Spouses of the military, and
- Soldiers leaving military service.

These data suggest the following conclusions:

- Respondents report high levels of computer skills, particularly among those affiliated with the military.
- People who are unemployed tend to have fewer computer skills than those who are currently employed.
- Among computer skills, there is an emphasis on Internet use and office software.
- The existing workforce in Jefferson County (including all 3 sampled groups) has high levels of experience in retail customer service.
- The existing workforce in Jefferson County (including all 3 sampled groups) has high levels of supervisory experience.

- The percent of all three sampled groups who report skill in Sewing is very high compared to national levels. This is consistent with SRDS commercial market data, which shows the adult population of the tri-county area to be 20% more likely to sew and 34% more likely to knit than the average American.
- The reported education levels are consistent with US Census data and show the population of Jefferson County to be 30% less likely than the average American to hold a college degree.
- Lots of soldiers leaving military (3000 per year) but only 17% choosing to remain in Northern New York.
- Majority of separating soldiers choosing to further their education/training.
- Military spouses are most highly educated, but not highly employed.
- Current military spouses and separating soldiers both tend to be within the “working age.”

There were 13 common skill areas that were assessed among each of the three sampled groups. The table below reports the percent of each sampled group that indicated that they possessed at least moderate skill level in each area.

Skill Area Summary

SKILL AREA	Jefferson County Residents (n=322)	Spouses of the Military (n=95)	Soldiers Leaving Service (n=261)
Management	49	60	68
Manufacturing	27	39	63
Construction	36	17	57
Agriculture	30	17	27
Craftwork	32	26	29
Electronics/Telecommunications	9	10	29
The Arts	32	42	43
Telephone Sales/Call Center	14	25	28
Direct Sales	28	32	31
Retail Customer Service	51	48	34
Television/Video Production	4	9	14
Public Relations/Journalism	21	29	20
Computers and Software	67	79	85

## Call Center Suitability

Economic development agencies in Jefferson County have specifically targeted call centers for industrial recruitment. Call centers serve a very broad variety of industries, requiring a huge range of technical skills. Most call centers are prepared, from necessity, to train their staff in the details of their products or services.

The primary skills needed in a workforce are:

- Customer service/Communications
- Basic computer usage
- Personal sales

The population of Jefferson County appears to be reasonably well-suited to support most call centers. Although only 14% have call center experience, 28% report direct sales skills, 51% have skills in retail customer service, and 67% have some skills in computer usage.

The Ft. Drum spouse population appears to be particularly well-suited to call center employment. Twenty-five percent report previous call center experience, 32% have direct sales background, 48% have retail customer service experience, and 79% can use a computer. In addition, this population has high levels of skill in languages other than English and management.

Most significantly, the Ft. Drum population turns over on a regular basis. The average telephone service representative works from 2-4 years before leaving the industry. This causes a high turnover in most call centers and creates a demand for fresh workers on an ongoing basis.

## Summary of Findings - Residents of Jefferson County

Successful telephone interviews were completed with 322 of Jefferson County residents. Of these respondents, 62% are currently employed. Residents of Jefferson County tend to have current employment most commonly in the education field, as office personnel, in retail, the health care field, and in repair and maintenance. Of the remaining 38% of the adults who are not currently employed, 18% are retired with the remaining 20% unemployed while not retired. Only 1 out of 6 of the unemployed nonretired is currently looking for employment. Past employment experience was reported most frequently in the areas of retail and hotel/restaurant/tourism.

Skills acquired either on the job or via hobbies and volunteerism were concentrated most highly within computers and software, retail customer service, management, and construction/building. The specific computer and software skills that were reported most commonly were Internet browsing and using common office software. French was the most common language other than English with which residents reported some level of literacy.

Thirty-seven percent of the sampled adults in Jefferson County have college degrees at the two-year level or higher. Of the sampled adults in Jefferson County, 61% are under 50 years of age, while 65% of the sampled adults in Jefferson County are female.

There were 13 major skill areas that were measured. The percent of the sampled adults who reported at least moderate skill levels in each of the areas is summarized in the following table:

SKILL AREA	% of Jefferson County Residents with Skills (n=322)
Management	49
Manufacturing	27
Construction	36
Agriculture	30
Craftwork	32
Electronics/Telecommunications	9
The Arts	32
Telephone Sales/Call Center	14
Direct Sales	28
Retail Customer Service	51
Television/Video Production	4
Public Relations/Journalism	21
Computers and Software	67

**Summary of Employment Status**  
Table RE-1

Number	Question	Results
1.1	Are you currently employed?	61.5% employed 38.5% not employed
1.2	What is your current occupation?	14.2% Education 10.7% Secretary/Office Personnel 10.2% Repair Maintenance 8.6% Retail 8.1% Health Care 7.1% Hotel/Restaurant/Tourism 5.6% Delivery/Transportation 4.6% Military Service 4.6% Fin. Services/Banking/Acct. 4.1% Other Manufacturing 3.6% Construction 2.5% Agriculture 2.5% State/Local Government 2.5% Human Services/Social Work 2.0% Law/Law Enforcement 2.0% The Arts 1.5% Paper Manufacturing 1.5% Federal Government 1.0% Engineering/Design 0.5% Customer Service 0.5% Outdoor Recreation 0.5% Skilled Craftwork 0.5% Child Care 0.5% Computer Technology 0.5% Journalism/Television
1.3	Are you employed Part or Full time?	79.9% Full 20.1% Part
1.4	How long at current job (in years)?	Mean=8.95 yrs SD=8.6 Range 0.1-35
1.5	Are you currently looking for work? (only unemployed were asked)	16.5% YES 83.5% NO
1.6	Are you retired?	50.4% of not employed, 18.3% of Total
1.7	Are you a student? (all persons asked)	10.8% are students
1.8	Of the students, are they Part or Full time?	60% Full, 40% Part
1.9	How many different employers have you had in the past 10 years? (all persons asked)	Mean=2.26 SD=2.78 Range 0-30

**Summary of Past Employment Experience**  
Table RE-2

Number	Question	Results		
		% With: No Experience	% With: Less Than 1 Year	% With: More Than 1 Year
2.0	List the jobs you have held in the past, and whether for less than a year or more than a year.			
2.1	Agriculture	90	1	9
2.2	Paper Manufacturing	96	1	3
2.3	Other Manufacturing	88	3	12
2.4	Military Service	88	1	11
2.5	Federal Government	94	1	5
2.6	State/Local Government	95	1	4
2.7	Construction	89	2	9
2.8	Retail	69	5	26
2.9	Hotel/Restaurant/Tourism	74	5	21
2.10	Direct Sales	96	1	3
2.11	Telemarketing	98	1	1
2.12	Customer Service	90	1	9
2.13	Repair/Maintenance	88	2	10
2.14	Delivery/Transportation	92	2	6
2.15	Engineering/Design	96	1	3
2.16	Outdoor Recreation	97	1	2
2.17	Health Care	85	2	13
2.18	Skilled Craftwork	98	1	1
2.19	The Arts	98	0	2
2.20	Education	83	2	15
2.21	Fin. Services/Banking/Accounting	87	1	12
2.22	Secretary/Office Personnel	91	2	7
2.23	Child Care	95	1	4
2.24	Law/Law Enforcement	98	0	2
2.25	Human Services/Social Work	97	1	2
2.26	Computer Technology	99	0	1
2.27	Journalism/Television	99	0	1

Table RE-3

Number	Question	Results
3.1	Do you have any management experience?	49.4% YES, 50.6% NO
3.2	If YES, how many years?	Mean=11.4 yrs SD=9.4 Range 0.5-40
3.3	If YES, what is the largest # of people you have supervised?	Median=10 people Range 0-23000

**Summary of Skills – Both On-the-Job and From Other Sources**

**MANUFACTURING**

Table RE-4

Number	Question	Results		
4.1	Do you have any skills in <b>MANUFACTURING?</b>	27.2% YES		
	For the specific skills listed below, tell us if you have NO skills, are MODERATELY skilled, or VERY skilled. (these are % 's of the entire sample of n=322 adults)	% With NO SKILL	% With MODERATE SKILLS	% Who are VERY SKILLED
4.2	Assembly	82	9	9
4.3	Welding/Metal Fabrication	87	9	4
4.4	Cutting/Shaping/Molding	88	7	5
4.5	Machine Tool Operation	85	9	6
4.6	Reading Blueprints	88	8	4
4.7	Supervision	86	6	8
4.8	Maintenance/Equipment Repair	87	4	9
4.9	Production Planning	92	4	4
4.10	Inspection/Quality Control	87	6	7
4.11	Packaging	89	6	5
4.12	CNC/PLA Programming	97	2	1

**CONSTRUCTION/BUILDING**

Table RE-5

Number	Question	Results		
5.1	Do you have any skills in <b>CONSTRUCTION/BUILDING?</b>	36.1% YES		
	For the specific skills listed below, tell us if you have NO skills, are MODERATELY skilled, or VERY skilled. (these are % 's of the entire sample of n=322 adults)	% With NO SKILL	% With MODERATE SKILLS	% Who are VERY SKILLED
5.2	Carpentry/Framing	72	14	14
5.3	Millwork/Cabinetry	88	7	5
5.4	Masonry and Concrete Work	82	12	6
5.5	Plumbing	80	12	8
5.6	Welding/Metal Work	89	8	3
5.7	Excavation/Heavy Equipment Operation	90	5	5
5.8	Electrical Work (Residential)	83	11	6
5.9	Electrical Work (Industrial)	94	4	2
5.10	Tile Work	87	9	4
5.11	Painting/Plastering	73	13	14
5.12	Drywall Installation	77	12	11
5.13	Reading Architectural Plans	88	9	3
5.14	Glazing/Glasswork	93	5	2

**AGRICULTURE**

Table RE-6

Number	Question	Results		
6.1	Do you have any skills in <b>AGRICULTURE</b> ?	29.7% YES		
	For the specific skills listed below, tell us if you have NO skills, are MODERATELY skilled, or VERY skilled. (these are %'s of the entire sample of n=322 adults)	% With NO SKILL	% With MODERATE SKILLS	% Who are VERY SKILLED
6.2	Livestock Care/Management	76	9	15
6.3	Grain Production	92	5	3
6.4	Vegetable/Fruit Production	86	9	5
6.5	Maple Syrup/Sugar Production	93	4	3
6.6	Beekeeping/Apiary	99	1	0
6.7	Farm Equipment Maintenance	91	4	5
6.8	Farm Management	88	5	7
6.9	Timber/Logging Production	95	3	2
6.10	Poultry/Egg Production	95	3	2
6.11	General Farm Chores	82	7	11

**SKILLED CRAFTWORK**

Table RE-7

Number	Question	Results		
7.1	Do you have any skills in <b>SKILLED CRAFTWORK</b> ?	31.6% YES		
	For the specific skills listed below, tell us if you have NO skills, are MODERATELY skilled, or VERY skilled. (these are %'s of the entire sample of n=322 adults)	% With NO SKILL	% With MODERATE SKILLS	% Who are VERY SKILLED
7.2	Cabinetry/Furniture Making	90	6	4
7.3	Machining/Tool and Die	96	1	3
7.4	Clockmaking/Watch Repair	98	2	0
7.5	Stained Glass Fabrication/Repair	97	3	0
7.6	Sewing/Clothing Design	80	8	12
7.7	Musical Instrument Repair/Fabrication	100	0	0
7.8	Engraving/Etching	98	2	0
7.9	Other Crafting (i.e. Quilting, Baskets, Woodworking, etc.)	95	1	4

**ELECTRONICS/TELECOMMUNICATIONS**

Table RE-8

Number	Question	Results		
8.1	Do you have any skills in <b>ELECTRONICS/TELECOMMUNICATIONS</b> ?	9.1% YES		
	For the specific skills listed below, tell us if you have NO skills, are MODERATELY skilled, or VERY skilled. (these are %'s of the entire sample of n=322 adults)	% With NO SKILL	% With MODERATE SKILLS	% Who are VERY SKILLED
8.2	Telephone Line Installation	93	4	3
8.3	Fiber Optic Cable Installation	98	1	1
8.4	Telephony Equipment Installation/Repair	96	2	2
8.5	Television/Radio Repair	97	2	1
8.6	Industrial Electronics Installation/Repair	99	0	1
8.7	Circuit Card Troubleshooting/Repair	98	1	1
8.8	Computer Equipment Repair	97	2	1

**THE ARTS**

Table RE-9

Number	Question	Results		
9.1	Do you have any skills in <b>THE ARTS</b> ?	32.4% YES		
	For the specific skills listed below, tell us if you have NO skills, are MODERATELY skilled, or VERY skilled. (these are %'s of the entire sample of n=322 adults)	% With NO SKILL	% With MODERATE SKILLS	% Who are VERY SKILLED
9.2	Dancing/Acting	91	6	3
9.3	Singing	89	4	7
9.4	Play Musical Instrument	83	8	9
9.5	Other Performing Arts	96	1	3
9.6	Graphics/Commercial Art	94	4	2
9.7	Painting/Sculpture	89	5	6

**SALES/MEDIA**

Table RE-10

Number	Question	Results		
10	For the specific <b>SALES/MEDIA</b> skills listed below, tell us if you have NO experience, LESS THAN 1-YEAR experience, or MORE THAN 1-YEAR experience. (these are %'s of the entire sample of n=322 adults)	% With: No Experience	% With: Less Than 1 Year	% With: More Than 1 Year
10.1	Telephone Sales/Call Center Work	86	8	6
10.2	Direct Sales	74	10	16
10.3	Retail Customer Service	50	20	30
10.4	Television/Video Productions	96	3	1
10.5	Public Relations/Journalism	79	10	11

**LANGUAGES OTHER THAN ENGLISH**

Table RE-11

Number	Question	Results		
11	Do you have any skills in <b>LANGUAGES OTHER THAN ENGLISH?</b>	29.5% YES		
	For the specific languages and skills listed below, tell us if you have NO skills, are MODERATELY skilled, or VERY skilled. (these are %'s of the entire sample of n=322 adults)	% With NO SKILL	% With MODERATE SKILLS	% Who are VERY SKILLED
	<b>FRENCH</b> – 39 persons – 12.1% of total sample			
	Read	90	9	1
	Write	91	8	1
	Speak	89	10	1
	<b>SPANISH</b> – 38 persons – 11.8% of total sample			
	Read	90	8	2
	Write	91	7	2
	Speak	89	8	3
	<b>GERMAN</b> – 17 persons – 5.3% of total sample			
	Read	96	3	1
	Write	97	2	1
	Speak	95	4	1
	<b>SIGN LANGUAGE</b> – 5 persons – 1.6% of total sample			
	Read	99	1	0
	Write	99	1	0
	Speak	99	1	0
	<b>ITALIAN</b> – 3 persons – 0.9% of total sample			
	Read	100	0	0
	Write	100	0	0
	Speak	99	1	0
	<b>KOREAN</b> – 2 persons – 0.6% of total sample			
	Read	100	0	0
	Write	100	0	0
	Speak	99	1	0
	<b>JAPANESE</b> – 2 persons – 0.6% of total sample			
	Read	100	0	0
	Write	100	0	0
	Speak	99	1	0
	<b>LATIN</b> – 2 persons – 0.6% of total sample			
	Read	99	1	0
	Write	100	0	0
	Speak	100	0	0
	<b>NORWEGIAN</b> – 2 persons – 0.6% of total sample			
	Read	99	1	0
	Write	100	0	0
	Speak	99	0	1
	Other Languages – 1 person each: Egyptian, Vietnamese, Dutch, Estonian, Hungarian, Mandarin, Albanian, Russian, Serb-Croatian			

**COMPUTERS and SOFTWARE**

Table RE-12

Number	Question	Results		
12.1	Do you have any skills in <b>COMPUTERS and SOFTWARE?</b>	66.7% YES		
	For the specific skills listed below, tell us if you have NO skills, are MODERATELY skilled, or VERY skilled. (these are %'s of the entire sample of n=322 adults)	% With NO SKILL	% With MODERATE SKILLS	% Who are VERY SKILLED
12.2	Internet Browsing	42	28	30
12.3	Using Common Office Software	44	23	33
12.4	Programming/Coding Language	88	9	3
12.5	Systems Analysis/Development	95	4	1
12.6	Using Specialized Software	77	13	10
12.7	Teaching/Training	83	11	6
12.8	Gaming and Simulation	78	14	8
12.9	Web Site Design/Maintenance	92	5	3
12.10	Database Design	93	4	3
12.11	Network/LAN Administration/Maintenance	96	3	1
12.12	Mainframe Operation/Maintenance	96	3	1
12.13	Desktop Repair/Maintenance	91	7	2
12.14	Software Product Development	97	1	2

**SOFTWARE**

Table RE-13

Number	Question	Results
12.15	Subjects were asked to list all <b>software packages/programs that they were very familiar</b> with. Below are the software that were reported by more than one person (more than 0.3% of the 322 sampled).	% of individuals who indicated literacy:
	Microsoft Word	37
	Microsoft Excel	22
	Microsoft Explorer	14
	Netscape Navigator	13
	Microsoft Power Point	10
	Quicken	5
	Microsoft Office (did not indicate which components)	5
	Windows (did not indicate specific applications)	4
	Lotus	4
	Microsoft Works	3
	Publisher	3
	Printshop	2
	Microsoft Access	2
	MS DOS	1
	Microsoft Outlook	1
	Photoshop	1
	Minitab	1
	Word Perfect	1
	Peachtree	1

**COMPUTER TRAINING**

Table RE-14

Number	Question	Results
12.16	Subjects were asked to list all <b>certificates</b> that they had earned from <b>software and/or hardware companies</b> . Below are the types of certificates/training that were reported.	% of the 322 interviewed individuals who indicated literacy:
	Microsoft Office	1.2% (4 persons)
	MCSC	0.3% (1 person)
	Novell Netware	0.3% (1 person)
	Core Certificate	0.3% (1 person)

**SUMMARY OF FORMAL EDUCATION LEVELS**

Table RE-15

Number	Question	Results
13.1	Subjects were asked to indicate their <b>highest level of formal education</b> attained. Below are the education levels in ascending order.	% of the 322 interviewed individuals who indicated each education level:
	Elementary school only	1%
	Some high school, did not graduate	7%
	GED/high school equivalency diploma	3%
	High school graduate	35%
	Some college, no degree	18%
	2 Year college degree	16%
	4 Year college degree	12%
	Masters or Professional degree	8%

Table RE-16

Number	Question	Results
13.1	Those individuals who indicated that they had a <b>2-YEAR DEGREE</b> were asked the major area for the degree. Majors are listed below.	% of the 322 interviewed individuals who indicated this 2 Year Degree:
	Liberal Arts	3
	Business Administration	2
	Accounting	2
	Nursing	1
	Math/Science	1
	Hospitality and Tourism	1
	Criminal Justice	1
	Office Technology	1
	Lab Technician	1
	Human Services	1
	Agriculture	0.3
	Christian Studies	0.3
	Court Reporting	0.3
	Education	0.3
	Electrician	0.3
	Forestry	0.3
	Horticulture	0.3
	Interior Design	0.3
	Television Production	0.3
	Veterinary Technician	0.3

Table RE-17

Number	Question	Results
13.1	Those individuals who indicated that they had a <b>4-YEAR DEGREE</b> were asked the major area for the degree. Majors are listed below.	% of the 322 interviewed individuals who indicated this 4 Year Degree:
	Science	1
	Psychology	1
	English	1
	Engineering	1
	Accounting	1
	Business	1
	Economics	1
	Music	1
	Education	1
	Social Science	0.3
	Math	0.3
	Communications	0.3
	Computer Science	0.3
	Physical Therapy	0.3
	Medical Lab Technology	0.3
	Interior Design	0.3
	Hospitality and Tourism	0.3
	Geography	0.3
	Food Science	0.3
	Architecture	0.3
	Biology	0.3

Table RE-18

Number	Question	Results
13.1	Those individuals who indicated that they had a <b>MASTERS OR PROFESSIONAL DEGREE</b> were asked the major area for the degree. Majors are listed below.	% of the 322 interviewed individuals who indicated this Masters or Professional Degree:
	Education	5
	Law	1
	Medicine	0.3
	Mathematics	0.3
	Science	0.3
	Social Work	0.3
	Chemistry	0.3
	Art/Pain	0.3
	Counseling	0.3
	Dentistry	0.3
	Library Science	0.3

Table RE-19

Number	Question	Results
13.2	Subjects were asked to indicate whether they had completed any <b>vocational and/or technical training</b> .	36.3% of the 322 interviewed individuals have completed vocational and/or technical training. (113 out of 322 people)

Table RE-20

Number	Question	Results
13.3	The 111 of the individuals who had completed vocational and/or technical training indicated the area (specialty) for the training. Below are the commonly indicated areas.	% of the entire group of 322 interviewed individuals who had each type of training.
	Nursing	4
	Secretarial/Office Technology	3
	Cosmetology	3
	Welding	2
	Food Service/Science	2
	Mechanic	2
	Business	2
	Carpentry	1
	Infantry	1
	Telecommunications	1
	Machinist	1
	Computers	1
	Real Estate	1
	Television Production	1
	Tractor Repair	1
	Plumbing	1
	Aircraft	1
	Insurance	1
	Generator Repair	1

**Demographics**

Table RE-21

Number	Question	Results
14	Subjects were asked to indicate their <b>AGE</b> by reporting to which of the following age groups they belong.	% of the 322 interviewed individuals in each age group:
	Under 18	2%
	18-24	8%
	25-29	10%
	Thirties	20%
	Forties	21%
	Fifties	16%
	Sixties	12%
	Seventies or older	11%
	Descriptive Statistics:	Mean Age=46.1, SD=16.6

Table RE-22

Number	Question	Results
15	The apparent <b>GENDER</b> of each interviewed subject was recorded.	34.5% of the 322 interviewed individuals were male, 65.5% were female

**Comparison of Major Skill Areas By AGE and EMPLOYMENT STATUS**

To help better understand factors that may be related with the labor skill levels of Jefferson County residents, the major skill areas that were summarized earlier (Questions 3.1, 4.1, 5.1, ... 12.1) were analyzed after separating the sample by two possibly important factors: AGE and EMPLOYMENT STATUS. The data in the table below shows the percentage of the residents within each age group (as well as within the two groups: Employed versus Not Employed) who indicated that they did, in fact, possess skills in each of the major skill areas. For simplicity and comparison, the percentages for the entire group of 322 respondents are provided in the first (leftmost) column.

Table RE-23

SKILL AREA	All n=322	Ages								Employment Status	
		Under 18	18- 24	25- 29	30's	40's	50's	60's	70 +	Curr. Empl.	Not Empl.
Management	49	20	30	35	52	49	72	45	50	52	45
Manufacturing	27	20	26	19	34	31	36	16	17	28	27
Construction	36	20	27	35	46	40	40	29	22	36	35
Agriculture	30	40	26	39	25	34	32	26	25	32	27
Craftwork	32	40	11	32	23	35	46	29	36	28	40
Electronics/Telecommunications	9	20	11	13	9	10	6	8	6	9	10
The Arts	32	80	52	39	30	28	44	19	17	34	31
Telephone Sales/Call Center	14	0	30	19	17	13	8	11	6	15	11
Direct Sales	28	20	30	19	34	28	16	32	25	24	30
Retail Customer Service	51	60	67	52	63	47	50	42	31	51	50
Television/Video Production	4	20	0	19	2	1	8	0	0	5	3
Public Relations/Journalism	21	0	33	23	14	25	26	18	17	25	15
Computers and Software	67	100	80	86	77	77	69	37	29	76	52

## *Summary of Findings*

### *Spouses of the Active Military*

Questionnaires were completed by 95 spouses of persons currently active in military service at Fort Drum. About half (48%) of the spouses of persons in military service at Fort Drum are currently employed. These spouses have current employment most commonly in retail customer service, in the health care field, as office personnel, and in financial services/banking/accounting. Of the remaining 52% of the spouses who are not currently employed, 1% are retired with the remaining 51% unemployed while not retired. Only 1 out of 4 of the unemployed nonretired is currently looking for employment. Past employment experience was reported most frequently in the areas of retail customer service, health care, office personnel, and education.

Skills acquired either on the job or via hobbies and volunteerism were concentrated most highly within computers and software, retail customer service, direct sales, and skilled craftwork (especially common was “sewing”). The specific computer and software skills that were reported most commonly were Internet browsing and using common office software. Spanish was the most common language other than English with which spouses reported some level of literacy.

Fifty-six percent (56%) of the sampled spouses of the active military have college degrees at the two-year level or higher. Ninety-five percent (95%) of the sampled spouses of the active military are under 50 years of age, while 99% of the sampled spouses of the active military are female.

There were 13 major skill areas that were measured. The percent of the sampled spouses of the military who reported at least moderate skill levels in each of the areas is summarized in the following table:

SKILL AREA	% of Spouses of the Military with Skill (n=95)
Management	60
Manufacturing	39
Construction	17
Agriculture	17
Craftwork	26
Electronics/Telecommunications	10
The Arts	42
Telephone Sales/Call Center	25
Direct Sales	32
Retail Customer Service	48
Television/Video Production	9
Public Relations/Journalism	29
Computers and Software	79

**Summary of Employment Status**  
Table SP-1

Number	Question	Results
1.1	Are you currently employed?	48.4% employed 51.6% not employed
1.2	What is your current occupation?	20.0% Retail 13.3% Health Care 8.9% Fin. Services/Banking/Acct. 6.7% Education 6.7% Marketing/Advertising 6.7% Self-employed 4.4% Repair Maintenance 4.4% Management 4.4% Repair Maintenance 4.4% Computer Technology 2.2% Military Service 2.2% Federal Government 2.2% Customer Service 2.2% Direct Sales 2.2% Outdoor Recreation 2.2% Skilled Craftwork 2.2% Human Services/Social Work 2.2% Communications
1.3	Are you employed Part or Full time?	61.0% Full 39.0% Part
1.4	How long at current job (in years)?	Mean=2.02 yrs SD=3.3 Range 0.1-17
1.5	Are you currently looking for work? (only unemployed were asked)	26.0% YES 74.0% NO
1.6	Are you retired?	2.2% of not employed, 1.0% of Total
1.7	Are you a student? (all persons asked)	15.1% are students
1.8	Of the students, are they Part or Full time?	64.3% Full, 35.7% Part
1.9	How many different employers have you had in the past 10 years? (all persons asked)	Mean=3.75 SD=2.71 Range 0-14

**Summary of Past Employment Experience**

Table SP-2

Number	Question	Results		
		% With: No Experience	% With: Less Than 1 Year	% With: More Than 1 Year
2.0	List the jobs you have held in the past, and whether for less than a year or more than a year.			
2.1	Agriculture	99	0	1
2.2	Paper Manufacturing	100	0	0
2.3	Other Manufacturing	96	2	2
2.4	Military Service	93	1	6
2.5	Federal Government	96	1	3
2.6	State and Local Government	100	0	0
2.7	Construction	100	0	0
2.8	Retail	43	18	39
2.9	Hotel/Restaurant/Tourism	77	6	17
2.10	Direct Sales	98	1	1
2.11	Telemarketing	95	3	2
2.12	Customer Service	93	4	3
2.13	Repair/Maintenance	91	5	4
2.14	Delivery/Transportation	98	0	2
2.15	Engineering/Design	100	0	0
2.16	Outdoor Recreation	93	3	4
2.17	Health Care	70	4	26
2.18	Skilled Craftwork	98	2	0
2.19	The Arts	98	0	2
2.20	Education	66	2	32
2.21	Fin. Services/Banking/Accounting	87	5	8
2.22	Secretary/Office Personnel	66	8	26
2.23	Child Care	95	0	5
2.24	Law/Law Enforcement	99	0	1
2.25	Human Services/Social Work	99	0	1
2.26	Computer Technology	97	0	3
2.27	Journalism/Television	98	0	2
2.28	Marketing/Advertising	89	8	3
2.29	Management	74	1	25
2.30	Self-employed	100	0	0
2.31	Communications	98	1	1
2.32	Consultant	98	0	2

Table SP-3

Number	Question	Results
3.1	Do you have any management experience?	60.0% YES, 40.0% NO
3.2	If YES, how many years?	Mean=4.9 yrs SD=5.2 Range 1-20
3.3	If YES, what is the largest # of people you have supervised?	Median=10 people Range 2-200

## Summary of Skills – Both On-the-Job and From Other Sources

### MANUFACTURING

Table SP-4

Number	Question	Results		
4.1	Do you have any skills in <b>MANUFACTURING?</b>	38.9% YES		
	For the specific skills listed below, tell us if you have NO skills, are MODERATELY skilled, or VERY skilled. (these are %'s of the entire sample of n=95 Spouses)	% With NO SKILL	% With MODERATE SKILLS	% Who are VERY SKILLED
4.2	Assembly	70	16	14
4.3	Welding/Metal Fabrication	94	6	0
4.4	Cutting/Shaping/Molding	87	9	4
4.5	Machine Tool Operation	85	13	2
4.6	Reading Blueprints	88	9	3
4.7 ***	Supervision	62	19	19
4.8	Maintenance/Equipment Repair	87	10	3
4.9	Production Planning	80	9	11
4.10	Inspection/Quality Control	77	10	13
4.11	Packaging	78	12	10
4.12	CNC/PLA Programming	96	3	1

\*\*\* It appears that the military spouses may have misinterpreted the meaning of this question, and as a result, it is suspected that the reported level of skill in *Manufacturing Supervision* (38% of the spouses with some skills) is exaggeratedly high.

### CONSTRUCTION/BUILDING

Table SP-5

Number	Question	Results		
5.1	Do you have any skills in <b>CONSTRUCTION/BUILDING?</b>	16.8% YES		
	For the specific skills listed below, tell us if you have NO skills, are MODERATELY skilled, or VERY skilled. (these are %'s of the entire sample of n=95 Spouses)	% With NO SKILL	% With MODERATE SKILLS	% Who are VERY SKILLED
5.2	Carpentry/Framing	94	6	0
5.3	Millwork/Cabinetry	98	2	0
5.4	Masonry and Concrete Work	95	4	1
5.5	Plumbing	94	6	0
5.6	Welding/Metal Work	97	2	1
5.7	Excavation/Heavy Equipment Operation	93	6	1
5.8	Electrical Work (Residential)	94	6	0
5.9	Electrical Work (Industrial)	96	3	1
5.10	Tile Work	94	5	1
5.11	Painting/Plastering	88	9	3
5.12	Drywall Installation	95	5	0
5.13	Reading Architectural Plans	96	4	0
5.14	Glazing/Glasswork	96	4	0

**AGRICULTURE**

Table SP-6

Number	Question	Results		
6.1	Do you have any skills in <b>AGRICULTURE</b> ?	16.8% YES		
	For the specific skills listed below, tell us if you have NO skills, are MODERATELY skilled, or VERY skilled. (these are %'s of the entire sample of n=95 Spouses)	% With NO SKILL	% With MODERATE SKILLS	% Who are VERY SKILLED
6.2	Livestock Care/Management	89	7	4
6.3	Grain Production	95	5	0
6.4	Vegetable/Fruit Production	92	5	3
6.5	Maple Syrup/Sugar Production	97	3	0
6.6	Beekeeping/Apiary	98	1	1
6.7	Farm Equipment Maintenance	98	1	1
6.8	Farm Management	92	6	2
6.9	Timber/Logging Production	98	2	0
6.10	Poultry/Egg Production	96	4	0
6.11	General Farm Chores	87	8	5

**SKILLED CRAFTWORK**

Table SP-7

Number	Question	Results		
7.1	Do you have any skills in <b>SKILLED CRAFTWORK</b> ?	26.3% YES		
	For the specific skills listed below, tell us if you have NO skills, are MODERATELY skilled, or VERY skilled. (these are %'s of the entire sample of n=95 Spouses)	% With NO SKILL	% With MODERATE SKILLS	% Who are VERY SKILLED
7.2	Cabinetry/Furniture Making	97	3	0
7.3	Machining/Tool and Die	98	2	0
7.4	Clockmaking/Watch Repair	99	1	0
7.5	Stained Glass Fabrication/Repair	98	2	0
7.6	Sewing/Clothing Design	77	14	9
7.7	Musical Instrument Repair/Fabrication	95	4	1
7.8	Engraving/Etching	97	3	0
7.9	Other Crafting (i.e. Quilting, Baskets, Woodworking, etc.)	98	2	0

**ELECTRONICS/TELECOMMUNICATIONS**

Table SP-8

Number	Question	Results		
8.1	Do you have any skills in <b>ELECTRONICS/TELECOMMUNICATIONS</b> ?	9.5% YES		
	For the specific skills listed below, tell us if you have NO skills, are MODERATELY skilled, or VERY skilled. (these are %'s of the entire sample of n=95 Spouses)	% With NO SKILL	% With MODERATE SKILLS	% Who are VERY SKILLED
8.2	Telephone Line Installation	95	4	1
8.3	Fiber Optic Cable Installation	96	3	1
8.4	Telephony Equipment Installation/Repair	96	2	2
8.5	Television/Radio Repair	95	4	1
8.6	Industrial Electronics Installation/Repair	97	3	0
8.7	Circuit Card Troubleshooting/Repair	96	2	2
8.8	Computer Equipment Repair	95	3	2

**THE ARTS**

Table SP-9

Number	Question	Results		
9.1	Do you have any skills in <b>THE ARTS</b> ?	42.1% YES		
	For the specific skills listed below, tell us if you have NO skills, are MODERATELY skilled, or VERY skilled. (these are %'s of the entire sample of n=95 Spouses)	% With NO SKILL	% With MODERATE SKILLS	% Who are VERY SKILLED
9.2	Dancing/Acting	79	15	6
9.3	Singing	77	14	9
9.4	Play Musical Instrument	72	20	8
9.5	Other Performing Arts	89	9	2
9.6	Graphics/Commercial Art	88	8	4
9.7	Painting/Sculpture	86	12	2

**SALES/MEDIA**

Table SP-10

Number	Question	Results		
10	For the specific <b>SALES/MEDIA</b> skills listed below, tell us if you have NO experience, LESS THAN 1-YEAR experience, or MORE THAN 1-YEAR experience. (these are %'s of the entire sample of n=95 Spouses)	% With: No Experience	% With: Less Than 1 Year	% With: More Than 1 Year
10.1	Telephone Sales/Call Center Work	75	8	17
10.2	Direct Sales	68	15	17
10.3	Retail Customer Service	52	15	33
10.4	Television/Video Productions	91	5	4
10.5	Public Relations/Journalism	71	13	16

**LANGUAGES OTHER THAN ENGLISH**

Table SP-11

Number	Question	Results		
11	Do you have any skills in <b>LANGUAGES OTHER THAN ENGLISH?</b>	41.1% YES		
	For the specific languages and skills listed below, tell us if you have NO skills, are MODERATELY skilled, or VERY skilled. (these are %'s of the entire sample of n=95 Spouses)	% With NO SKILL	% With MODERATE SKILLS	% Who are VERY SKILLED
	<b>FRENCH</b> – 5 persons – 5% of total sample			
	Read	96	1	3
	Write	95	3	2
	Speak	95	2	3
	<b>SPANISH</b> – 27 persons – 28% of total sample			
	Read	71	14	15
	Write	73	16	11
	Speak	71	16	13
	<b>GERMAN</b> – 8 persons – 8% of total sample			
	Read	93	6	1
	Write	96	3	1
	Speak	92	6	2
	Other Languages – 1 person each: Chinese, Danish, Italian, Laotian, Tagalog, Greek, American Sign Language, Thai, Norwegian			

**COMPUTERS and SOFTWARE**

Table SP-12

Number	Question	Results		
12.1	Do you have any skills in <b>COMPUTERS and SOFTWARE?</b>	79.0% YES		
	For the specific skills listed below, tell us if you have NO skills, are MODERATELY skilled, or VERY skilled. (these are %'s of the entire sample of n=95 Spouses)	% With NO SKILL	% With MODERATE SKILLS	% Who are VERY SKILLED
12.2	Internet Browsing	23	35	42
12.3	Using Common Office Software	34	27	39
12.4	Programming/Coding Language	80	14	6
12.5	Systems Analysis/Development	84	14	2
12.6	Using Specialized Software	82	10	8
12.7	Teaching/Training	66	23	11
12.8	Gaming and Simulation	80	11	9
12.9	Web Site Design/Maintenance	86	10	4
12.10	Database Design	83	9	8
12.11	Network/LAN Administration/Maintenance	93	6	1
12.12	Mainframe Operation/Maintenance	94	4	2
12.13	Desktop Repair/Maintenance	95	3	2
12.14	Software Product Development	95	3	2

**SOFTWARE**

Table SP-13

Number	Question	Results
12.15	Subjects were asked to list all <b>software packages/programs that they were very familiar</b> with. Below are the software that were reported by more than one person (more than 1% of the 95 Spouses sampled).	% of the 95 interviewed individuals who indicated literacy:
	Microsoft Word	56
	Microsoft Excel	23
	Microsoft Explorer	34
	Netscape Navigator	4
	Microsoft Power Point	21
	Quicken	1
	Microsoft Office (did not indicate which components)	4
	Windows (did not indicate specific applications)	2
	Lotus	2
	Microsoft Works	4
	Publisher	5
	Printshop	2
	Microsoft Access	6
	MS DOS	2
	Microsoft Outlook	3
	Photoshop	2
	Minitab,SAS,SPSS	2
	Word Perfect	4
	Peachtree	0
	Formflow	3

**COMPUTER TRAINING**

Table SP-14

Number	Question	Results
12.16	Subjects were asked to list all <b>certificates</b> that they had earned from <b>software and/or hardware companies</b> . Below are the types of certificates/training that were reported.	% of the 95 interviewed individuals who indicated literacy:
	CISCO	1% (1 person)
	LMT	1% (1 person)
	Siemens, Inc.	1% (1 person)
	Wang Systems	1% (1 person)
	Administration of Safety and Security	1% (1 person)

**Summary of Formal Education Levels**

Table SP-15

Number	Question	Results
13.1	Subjects were asked to indicate their <b>highest level of formal education</b> attained. Below are the education levels in ascending order.	% of the 95 interviewed individuals who indicated each education level:
	Elementary school only	0%
	Some high school, did not graduate	0%
	GED/high school equivalency diploma	2%
	High school graduate	14%
	Some college, no degree	28%
	2 Year college degree	19%
	4 Year college degree	28%
	Masters or Professional degree	9%

Table SP-16

Number	Question	Results
13.1	Those individuals who indicated that they had a <b>2-YEAR DEGREE</b> were asked the major area for the degree. Majors are listed below.	% of the 95 interviewed individuals who indicated this 2 Year Degree:
	Math/Science	4
	Business Administration	3
	Liberal Arts	2
	Education	2
	Accounting	1
	Criminal Justice	1
	Office Technology	1
	Lab Technician	1
	Human Services	1
	Veterinary Technician/Animal Management	1
	Journalism	1

Table SP-17

Number	Question	Results
13.1	Those individuals who indicated that they had a <b>4-YEAR DEGREE</b> were asked the major area for the degree. Majors are listed below.	% of the 95 interviewed individuals who indicated this 4 Year Degree:
	Business	5
	Psychology	4
	Education	4
	Hospitality and Tourism	2
	Nursing	2
	Criminal Justice	1
	English	1
	History	1
	Human Services	1
	Industrial Management	1
	Journalism	1
	Speed Language	1
	Math	1

Table SP-18

Number	Question	Results
13.1	Those individuals who indicated that they had a <b>MASTERS OR PROFESSIONAL DEGREE</b> were asked the major area for the degree. Majors are listed below.	% of the 95 interviewed individuals who indicated this Masters or Professional Degree:
	Business Administration	2
	Education	2
	Corporate Communication	1
	Political Science	1
	Public Administration	1

Table SP-19

Number	Question	Results
13.2	Subjects were asked to indicate whether they had completed any <b>vocational and/or technical training</b> .	27.4% of the 95 interviewed individuals have completed vocational and/or technical training. (26 out of 95 people)

Table SP-20

Number	Question	Results
13.3	The 24 of the individuals who had completed vocational and/or technical training indicated the area (specialty) for the training. Below are the commonly indicated areas.	% of the entire group of 95 interviewed individuals who had each type of training.
	Nursing	5
	Secretarial/Office Technology	3
	Cosmetology	3

**Demographics**

Table SP-21

Number	Question	Results
14	Subjects were asked to indicate their <b>AGE</b> by reporting to which of the following age groups they belong.	% of the 95 interviewed individuals in each age group:
	Under 18	0%
	18-24	21%
	25-29	23%
	Thirties	33%
	Forties	18%
	Fifties	5%
	Sixties	0%
	Seventies or older	0%
	Descriptive Statistics:	Mean Age=33.1, SD=9.6

Table SP-22

Number	Question	Results
15	The <b>GENDER</b> of each interviewed subject was recorded.	99% of the 95 interviewed spouses were female

## *Summary of Findings*

### *Soldiers Separating from Military Service*

Questionnaires were completed by 261 soldiers who are leaving the military service while at Fort Drum. Of these soldiers 17% intend to remain residing in Northern New York, and 14% of the soldiers have employment secured after military service. Seventy-seven percent of the soldiers intend to continue their education/training.

Skills and experiences acquired either while in the military or via hobbies and volunteerism were concentrated most highly within computers and software, transportation and fuels, logistics and supply, and construction/building. The specific computer and software skills that were reported most commonly were Internet browsing and using common office software. Spanish was the most common language other than English with which separating soldiers reported some level of literacy.

Eight percent of the sampled separating soldiers have college degrees at the two-year level or higher. All of the sampled separating soldiers are under 50 years of age, while 90% of the sampled separating soldiers are male.

There were 13 major skill areas that were measured. The percent of the sampled separating soldiers who reported at least moderate skill levels in each of the areas is summarized in the following table:

SKILL AREA	% of Soldiers Leaving Service with Skill (n=261)
Management	68
Manufacturing	63
Construction	57
Agriculture	27
Craftwork	29
Electronics/Telecommunications	29
The Arts	43
Telephone Sales/Call Center	28
Direct Sales	31
Retail Customer Service	34
Television/Video Production	14
Public Relations/Journalism	20
Computers and Software	85

Appendix IV is a summary of rank and Military Operating Specialty (MOS) of soldiers separating during the period of the study.

### Summary of Past Employment Experience

Table SO-1

Number	Question	Results
2.1	Do you have any management experience?	68.0% YES, 32.0% NO
2.2	If YES, how many years?	Mean=5.2 yrs SD=5.3 Range 1-24
2.3	If YES, what is the largest # of people you have supervised?	Median=11 people Range 1-501

### Summary of Future Plans after Exiting Military Service

Table SO-2

Number	Question	Results
3.1	Do you intend to continue residing in Northern New York? (all 261 soldiers)	17.3% YES , 82.7% NO
3.2	What are your employment plans after leaving the military?	
	Have you accepted an offer for employment?	14% YES , 86% NO
	If YES, is the job related to your military training/experience?	50% YES , 50% NO
3.3	What are your plans for further education?	57% Go to College 23% No plans for further education 20% Technical/training School

### Summary of Skills – Both On-the-Job and From Other Sources

#### AVIATION-Air Crew

Table SO-3

Number	Question	Results		
4.1	Are you a pilot?	1.2% YES (3 out of 261 soldiers)		
4.2	If YES, how many hours have you flown rotary wing?	Mean=1726 SD=1724 Range 32-5000		
4.3	If YES, how many hours have you flown fixed wing?	Mean=8.7 SD=8.1 Range 0-16		
	For the specific skills listed below, tell us if you have NO skills, are MODERATELY skilled, or VERY skilled. (these are %'s of the entire sample of n=261 soldiers)	% With NO SKILL	% With MODERATE SKILLS	% Who are VERY SKILLED
4.4	Navigation/Weapons Controller	96	2	2

**AVIATION-Ground Crew**

Table SO-4

Number	Question	Results		
		% With NO SKILL	% With MODERATE SKILLS	% Who are VERY SKILLED
	For the specific skills listed below, tell us if you have NO skills, are MODERATELY skilled, or VERY skilled. (these are %'s of the entire sample of n=261 soldiers)			
4.8	Powertrain Repair/Overhaul	92	6	2
4.9	Jet/Turbine Engine Repair	95	4	1
4.10	Reciprocating/prop Engine Repair	96	3	1
4.11	Airframe Repair	96	3	1
4.12	Flight Controls	95	3	2
4.13	Aluminum Skin Repair	96	3	1
4.14	Composite Surface Repair	96	4	0
4.15	Avionics	95	4	1
4.16	Flight Instrumentation	94	4	2
4.17	Electrical Systems	91	7	2
4.18	Quality Control/Inspection	93	4	3
4.19	Maintenance Management/Scheduling	89	6	5
4.20	Air Traffic Control	98	1	1
4.21	Training	91	5	4

**TRANSPORTATION/FUELS**

Table SO-5

Number	Question	Results			
		Diesel Powered	Gas. Multi-fueled	Tracked	Amphibious
5	Do you have any skills in <b>TRANSPORTATION/FUELS?</b>	66.3% YES			
	For each of the following types of vehicles and systems, the % of the 261 soldiers who have experience <i>repairing</i> and <i>operating</i> are listed.				
5.1	REPAIRING	29	22	9	1
5.2	OPERATING	49	43	13	3
	For the specific skills listed below, tell us if you have NO skills, are MODERATELY skilled, or VERY skilled. (these are %'s of the entire sample of n=261 soldiers)	% With NO SKILL	% With MODERATE SKILLS	% Who are VERY SKILLED	
5.3	Hazardous Materials Transport (including weapons/explosives)	57	27	16	
5.4	Scheduling/Dispatch	54	31	15	
5.5	Motor Pool/Fleet Management	68	24	8	
5.6	Fuels/POL Handling/Transport	63	26	11	
5.7	Aviation Refueling	92	4	4	
5.8	List certificates or licenses you hold:	8 soldiers (3%) have DOT hazardous materials certification			

**LOGISTICS and SUPPLIES**

Table SO-6

Number	Question	Results		
6	Do you have any skills in <b>LOGISTICS and SUPPLIES</b> ?	44.2% YES		
	For the specific skills listed below, tell us if you have NO skills, are MODERATELY skilled, or VERY skilled. (these are %'s of the entire sample of n=261 adults)	% With NO SKILL	% With MODERATE SKILLS	% Who are VERY SKILLED
8.1	Warehouse Operations	72	18	10
8.2	Warehouse Management	78	15	7
8.3	Supply Management	64	23	13
8.4	Logistics/Support planning	69	20	11

**LAW ENFORCEMENT**

Table SO-7

Number	Question	Results
7.1	How many years of experience do you have in <i>military</i> law enforcement?	2.7% have experience Mean = 6.1 years
7.2	How many years of experience do you have in <i>civilian</i> law enforcement?	1.5% have experience Mean = 3.5 years

**COMPUTERS and SOFTWARE**

Table SO-8

Number	Question	Results		
8	Do you have any skills in <b>COMPUTERS and SOFTWARE</b> ?	85.4% YES		
	For the specific skills listed below, tell us if you have NO skills, are MODERATELY skilled, or VERY skilled. (these are %'s of the entire sample of n=261 adults)	% With NO SKILL	% With MODERATE SKILLS	% Who are VERY SKILLED
8.1	Internet Browsing	18	38	44
8.2	Using Common Office Software	24	43	33
8.3	Programming/Coding Language	75	22	3
8.4	Systems Analysis/Development	78	18	4
8.5	Using Specialized Software	72	23	5
8.6	Teaching/Training	55	31	14
8.7	Gaming and Simulation	46	33	21
8.8	Web Site Design/Maintenance	75	21	4
8.9	Database Design	78	20	2
8.10	Network/LAN Administration/Maintenance	77	18	5
8.11	Mainframe Operation/Maintenance	85	13	2
8.12	Desktop Repair/Maintenance	74	18	8
8.13	Software Product Development	90	9	1

**SOFTWARE**

Table SO-9

Number	Question	Results
8.14	Subjects were asked to list all <b>software packages/programs that they were very familiar</b> with. Below are the software that were reported by more than one person.	% of the 261 interviewed individuals who indicated literacy:
	Microsoft Word	31
	Microsoft Explorer	24
	Microsoft Excel	19
	Microsoft Power Point	13
	Microsoft Office (did not indicate which components)	12
	Netscape Navigator	4
	FormFlow	4
	Microsoft Access	3
	Windows (did not indicate specific applications)	2
	Microsoft Works	2
	Microsoft Outlook	2
	Publisher	1
	Printshop	1
	MS DOS	1
	Lotus	1
	Photoshop	1
	Word Perfect	1

**COMPUTER TRAINING**

Table SO-10

Number	Question	Results
8.15	Subjects were asked to list all <b>certificates</b> that they had earned from <b>software and/or hardware companies</b> . Below are the types of certificates/training that were reported.	% of the 261 interviewed individuals who indicated literacy:
	CISCO	2
	Microsoft Office	1
	A+++ Communications	1
	Adobe	1
	Morph	1
	Autocad	1

**ELECTRONICS/TELECOMMUNICATIONS**

Table SO-11

Number	Question	Results		
9	Do you have any skills in <b>ELECTRONICS/TELECOMMUNICATIONS</b> ?	28.7% YES		
	For the specific skills listed below, tell us if you have NO skills, are MODERATELY skilled, or VERY skilled. (these are %'s of the entire sample of n=261 soldiers)	% With NO SKILL	% With MODERATE SKILLS	% Who are VERY SKILLED
9.1	Telephone Line Installation	83	10	7
9.2	Fiber Optic Cable Installation	91	8	1
9.3	Telephony Equipment Installation/Repair	86	9	5
9.4	Television/Radio Repair	85	11	4
9.5	Industrial Electronics Installation/Repair	88	8	4
9.6	Circuit Card Troubleshooting/Repair	87	7	6
9.7	Computer Equipment Repair	82	14	4

**SALES/MEDIA**

Table SO-12

Number	Question	Results		
10	For the specific <b>SALES/MEDIA</b> skills listed below, tell us if you have NO experience, LESS THAN 1-YEAR experience, or MORE THAN 1-YEAR experience. (these are %'s of the entire sample of n=261 soldiers)	% With: No Experience	% With: Less Than 1 Year	% With: More Than 1 Year
10.1	Telephone Sales/Call Center Work	72	20	8
10.2	Direct Sales	69	20	11
10.3	Retail Customer Service	66	23	11
10.4	Television/Video Productions	86	11	3
10.5	Public Relations/Journalism	80	15	5

**MANUFACTURING**

Table SO-13

Number	Question	Results		
11	Do you have any skills in <b>MANUFACTURING?</b>	62.8% YES		
	For the specific skills listed below, tell us if you have NO skills, are MODERATELY skilled, or VERY skilled. (these are %'s of the entire sample of n=261 soldiers)	% With NO SKILL	% With MODERATE SKILLS	% Who are VERY SKILLED
11.1	Assembly	62	28	10
11.2	Welding/Metal Fabrication	79	16	5
11.3	Cutting/Shaping/Molding	74	22	4
11.4	Machine Tool Operation	68	25	7
11.5	Reading Blueprints	71	21	8
11.6 ***	Supervision	51	27	22
11.7	Maintenance/Equipment Repair	60	27	13
11.8	Production Planning	75	17	8
11.9	Inspection/Quality Control	61	23	16
11.10	Packaging	65	24	11
11.11	CNC/PLA Programming	93	6	1

\*\*\* It appears that the soldiers may have misinterpreted the meaning of this question, and as a result, it is suspected that the reported level of skill in most, if not all, categories of Manufacturing Skills, is exaggeratedly high. For example, *Manufacturing Supervision* (49% of the soldiers with some skills) appears high due to misinterpretation of the question.

**CONSTRUCTION/BUILDING**

Table SO-14

Number	Question	Results		
12	Do you have any skills in <b>CONSTRUCTION/BUILDING?</b>	57.1% YES		
	For the specific skills listed below, tell us if you have NO skills, are MODERATELY skilled, or VERY skilled. (these are %'s of the entire sample of n=261 soldiers)	% With NO SKILL	% With MODERATE SKILLS	% Who are VERY SKILLED
12.1	Carpentry/Framing	59	32	9
12.2	Millwork/Cabinetry	80	16	4
12.3	Masonry and Concrete Work	73	23	4
12.4	Plumbing	75	22	3
12.5	Welding/Metal Work	78	17	5
12.6	Excavation/Heavy Equipment Operation	78	16	6
12.7	Electrical Work (Residential)	74	22	4
12.8	Electrical Work (Industrial)	88	9	3
12.9	Tile Work	76	23	1
12.10	Painting/Plastering	54	37	9
12.11	Drywall Installation	66	24	10
12.12	Reading Architectural Plans	76	18	6
12.13	Glazing/Glasswork	92	7	1

**AGRICULTURE**

Table SO-15

Number	Question	Results		
13	Do you have any skills in <b>AGRICULTURE</b> ?	27.2% YES		
	For the specific skills listed below, tell us if you have NO skills, are MODERATELY skilled, or VERY skilled. (these are %'s of the entire sample of n=261 soldiers)	% With NO SKILL	% With MODERATE SKILLS	% Who are VERY SKILLED
13.1	Livestock Care/Management	83	13	4
13.2	Grain Production	93	5	2
13.3	Vegetable/Fruit Production	88	10	2
13.4	Maple Syrup/Sugar Production	95	3	2
13.5	Beekeeping/Apiary	99	0	1
13.6	Farm Equipment Maintenance	86	11	3
13.7	Farm Management	92	6	2
13.8	Timber/Logging Production	92	7	1
13.9	Poultry/Egg Production	96	2	2
13.10	General Farm Chores	78	12	10

**SKILLED CRAFTWORK**

Table SO-16

Number	Question	Results		
14	Do you have any skills in <b>SKILLED CRAFTWORK</b> ?	29.1% YES		
	For the specific skills listed below, tell us if you have NO skills, are MODERATELY skilled, or VERY skilled. (these are %'s of the entire sample of n=261 soldiers)	% With NO SKILL	% With MODERATE SKILLS	% Who are VERY SKILLED
14.1	Cabinetry/Furniture Making	84	13	3
14.2	Machining/Tool and Die	87	12	1
14.3	Clockmaking/Watch Repair	98	2	0
14.4	Stained Glass Fabrication/Repair	98	2	0
14.5	Sewing/Clothing Design	88	11	1
14.6	Musical Instrument Repair/Fabrication	97	2	1
14.7	Engraving/Etching	89	10	1

**THE ARTS**  
Table SO-17

Number	Question	Results		
15	Do you have any skills in <b>THE ARTS</b> ?	43.3% YES		
	For the specific skills listed below, tell us if you have NO skills, are MODERATELY skilled, or VERY skilled. (these are % 's of the entire sample of n=261 soldiers)	% With NO SKILL	% With MODERATE SKILLS	% Who are VERY SKILLED
15.1	Dancing/Acting	76	19	5
15.2	Singing	79	13	8
15.3	Play Musical Instrument	79	15	6
15.4	Other Performing Arts	86	12	2
15.5	Graphics/Commercial Art	83	12	5
15.6	Painting/Sculpture	82	14	4

**LANGUAGES OTHER THAN ENGLISH**  
Table SO-18

Number	Question	Results		
16	Do you have any skills in <b>LANGUAGES OTHER THAN ENGLISH</b> ?	35.6% YES (93 out of 261)		
	For the specific languages and skills listed below, tell us if you have NO skills, are MODERATELY skilled, or VERY skilled. (these are % 's of the entire sample of n=261 soldiers)	% With NO SKILL	% With MODERATE SKILLS	% Who are VERY SKILLED
	FRENCH – 13 persons – 5.0% of total sample			
	Read	96	3	1
	Write	97	3	0
	Speak	95	5	0
	SPANISH – 44 persons – 16.9% of total sample			
	Read	84	8	8
	Write	87	6	7
	Speak	85	7	8
	GERMAN – 14 persons – 5.4% of total sample			
	Read	95	5	0
	Write	97	3	0
	Speak	95	5	0
	KOREAN – 3 persons – 1.1% of total sample			
	Read	99	1	0
	Write	99	1	0
	Speak	99	0	1
	Other Languages – 1 or 2 persons each: Arabic, Bosnian, Chinese, Hawaiian, Hebrew, Ilacano, Italian, Japanese, Navajo, Portuguese, Romanian, Sign Language, Swedish, Tagalog, Udru			

**Summary of Formal Education Levels**

Table SO-19

Number	Question	Results
18.1	Subjects were asked to indicate their <b>highest level of formal education</b> attained. Below are the education levels in ascending order.	% of the 261 interviewed individuals who indicated each education level:
	Elementary school only	0%
	Some high school, did not graduate	0%
	GED/high school equivalency diploma	6%
	High school graduate	40%
	Some college, no degree	46%
	2 Year college degree	2%
	4 Year college degree	5%
	Masters or Professional degree	1%

Table SO-20

Number	Question	Results
18.1	Those individuals who indicated that they had a <b>2-YEAR DEGREE</b> were asked the major area for the degree. Majors are listed below.	% of the 261 interviewed individuals who indicated this 2 Year Degree:
	Liberal Arts	3
	Business Administration	1
	Accounting	1
	Dental Technician	1
	Math/Science	1
	Aviation	1
	Computer Science	1

Table SO-21

Number	Question	Results
18.1	Those individuals who indicated that they had a <b>4-YEAR DEGREE</b> were asked the major area for the degree. Majors are listed below.	% of the 261 interviewed individuals who indicated this 4 Year Degree:
	Business	2
	Education	1
	Criminal Justice	1
	Social Sciences	1
	Math and/or Sciences	1

Table SO-22

Number	Question	Results
18.1	Those individuals who indicated that they had a <b>MASTERS OR PROFESSIONAL DEGREE</b> were asked the major area for the degree. Majors are listed below.	% of the 261 interviewed individuals who indicated this Masters or Professional Degree:
	Sports Medicine	0.5%
	Law	0.5%

Table SO-23

Number	Question	Results
18.2	Subjects were asked to indicate whether they had completed any <b>vocational and/or technical training</b> .	46.7% of the 261 interviewed individuals have completed vocational and/or technical training. (122 out of 261 people)

Table SO-24

Number	Question	Results
18.3	The 122 of the individuals who had completed vocational and/or technical training indicated the area (specialty) for the training. Below are the commonly indicated areas.	% of the entire group of 261 interviewed individuals who had each type of training.
	Automotive repair/service	5%
	Aircraft maintenance/service	3%
	Electronics/avionics/computers	7%
	Construction/industrial fabrication	6%
	Specific to military	13%
	Miscellaneous	66%

**Demographics**

Table SO-25

Number	Question	Results
19	Subjects were asked to indicate their <b>AGE</b> by reporting to which of the following age groups they belong.	% of the 261 interviewed individuals in each age group:
	Under 18	0%
	18-24	50%
	25-29	25%
	Thirties	17%
	Forties	8%
	Fifties	0%
	Sixties	0%
	Seventies or older	0%
	Descriptive Statistics:	Mean Age=26.3, SD=7.8

Table SO-26

Number	Question	Results
20	The apparent <b>GENDER</b> of each interviewed subject was recorded.	89.6% of the 261 interviewed individuals were male, 10.4% were female