



January, 2012

## *Connect Your Community Employment Impact Survey*

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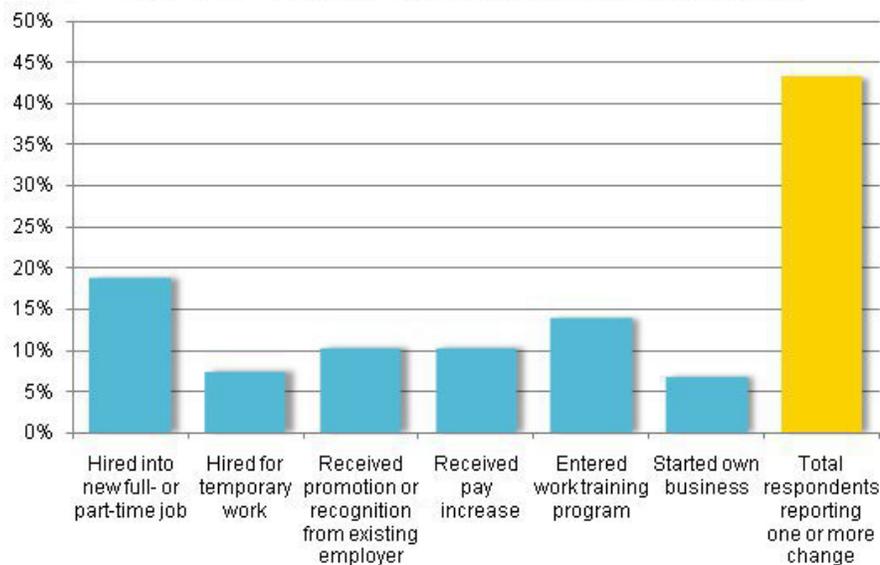
Connect Your Community (CYC), a OneCommunity-led program that provides computer and broadband training and access to underserved populations, is helping participants improve their job prospects and their ability to research health and education information online, according to a telephone survey of program graduates in Cleveland.

A total of 624 CYC participants completed the survey. 91.3% of all respondents now regularly access the Internet – a vitally important fact considering that most jobs are now advertised only online.

Among those who said they undertook the training mainly for employment reasons, 43% have since found new or better jobs, received a promotion, entered work training programs, or started their own businesses.

74% of these job-oriented respondents also said that looking up health information online was “personally significant” to them, and 75% identified the ability to help their children or grandchildren with homework as an important personal outcome of their CYC training.

**Job-related changes reported by Cleveland CYC graduates  
(Sample = 283 job-oriented survey respondents)**



More details of the survey and its findings are presented on the next page.



Over the past 16 months, more than 20,000 individuals participated in Connect Your Community training in eight communities around the United States, with nearly 17,000 of those achieving “sustainable broadband adopter” status, defined as those who complete 24 hours of classroom work and have broadband access.

The survey was conducted by OneCommunity and the Cleveland Housing Network, which provides CYC training in the cities of Cleveland and East Cleveland.

### **Overview: CYC Project employment impact phone survey**

Conducted: Sept 26 through Oct 1 2011  
Universe: 1,810 CHN Sustainable Broadband Adopters through June 2011  
Sample: Attempted to interview 100%  
Surveys begun: 666  
Surveys completed: 624

637 respondents (95.6%) have a computer at home.

590 respondents (88.6%) have an Internet account at home and 18 others (2.7%) regularly access the Internet elsewhere... totaling 91.3% of all survey respondents with regular Internet access.

Of respondents who completed the survey, 612 (98.7%) would recommend the CYC program to others.

283 respondents (48.3% of those answering, 42.6% of all respondents) say their interest in CYC was related to job opportunities.

#### Of these 283 job-opportunity-oriented respondents:

- Since participating in CYC...
  - 53 (18.8%) have been hired into new full- or part-time jobs
  - 21 (7.4%) have been hired for temporary work
  - 29 (10.3%) have received a promotion or recognition from existing employers
  - 29 (10.3%) have received pay increases
  - 39 (13.8%) have entered work training programs
  - 19 (6.7%) have started businesses

*Unduplicated:* A total of 121 respondents (42.8%) report one or more of these positive outcomes since completing CYC. A total of 83 (29.3%) report that they have gotten a new job, *and/or* gotten a promotion *and/or* started a business.



- Agree that skills learned in CYC training will enable them to get a job or a better job:
  - 188 (67.1%) strongly agree
  - 75 (26.8%) somewhat agree
- Learned the following outcome in CYC training, and rate it a “5” or “4” on a 5-1 scale of “most helpful” to “least helpful” (275 respondents):

<u>Ranked “5” or “4”</u>	<u>Number</u>	<u>%</u>
Develop a more effective resume	198	72%
Apply for jobs online	207	75%
Use social networks to market yourself to potential employers	189	70%
Apply for jobs you formerly thought you were unqualified for	153	60%
Apply/sign up for online courses	164	56%
Enroll in college	140	51%
Get your GED	85	31%
Help your kids/grandkids with their homework/school	182	66%
Research medicines/healthcare	204	74%

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For more information about OneCommunity and the Connect Your Community broadband adoption initiative, please visit our websites:

**Connect Your Community – [www.connectcommunity.org](http://www.connectcommunity.org)**  
**OneCommunity – [www.OneCommunity.org](http://www.OneCommunity.org)**

We’d also like to thank our partners in Cleveland and Akron for their hard work, dedication, and service in developing more than 11,000 sustainable broadband adopters:

Cleveland Housing Network - [www.chnnet.com](http://www.chnnet.com)

The Akron Urban League - [www.akronurbanleague.org](http://www.akronurbanleague.org)

Ashbury Senior Computer Community Center - [www.asc3.org](http://www.asc3.org)

Esperanza - [www.esperanzainc.org](http://www.esperanzainc.org)

Famicos Foundation - [www.famicos.org](http://www.famicos.org)

Fairfax Renaissance Development Corporation - [fairfaxrenaissance.org](http://fairfaxrenaissance.org)

Cuyahoga Community College – [www.tri-c-edu](http://www.tri-c-edu)