



LANGUAGE IS OPPORTUNITY

2011 Program Snapshot

★ Results based on a survey of **144** students at **16** businesses.

Program Outcomes

Confidence Levels: **90%** of students said they feel more confident in workplace interactions

Comfort: **93%** of students feel more comfortable at their workplace

School and Development: **52%** of students plan to continue their education, **97%** of which claimed that E@W had a direct impact on this decision

Civic Impact: **15%** and **19%** said that E@W assisted them on the path to pursuing residency or citizenship, respectively

Family Literacy: **72%** said their improved English enables them to be more involved in their child's education

Safety: **75%** of supervisors reported one or more improvements in workplace safety.

Customer Service: **100%** of businesses observed improvements in customer service

Turnover: **27%** of businesses said turnover reduced

Response: **100%** of supervisors were satisfied

Return on Investment: **58%** of supervisors say the course paid for itself

Managerial awareness: **73%** of supervisors said the program helped to sensitize them to their employers capabilities, goals, and aspirations

Increased opportunity: **63%** of businesses promoted students after they completed the E@W program

Supervisor post evaluations indicated that workplace communication increased by an average of **40% (4 levels)**

“Class helped me speak to patients and colleagues with more confidence and security, knowing now that they understand me.” - Segunda, Housekeeper at St. David's Medical Center

Student Demographics

Origin: Top three countries of origin were Mexico **68%**, El Salvador **7%**, and Guatemala **6%**, with **86%** of total students coming from Latin America

Gender: **74%** of students were female

Age: **62%** were between the ages of 30-49

Lingual background: **90%** were monolingual and **88%** were native Spanish speakers

Time in the United States: **69%** have lived in the United States for 10 years or more

Education: **52%** of our students have a ninth grade education or less, and only **14%** are educated beyond the high school level; **82%** have no post high school degrees or certifications

Family: **82%** were supporting one or more children

Health Benefits: **40%** of our students and **25%** of their children were uninsured