

Workforce Benchmarking Network National Survey Frequently Asked Questions



Workforce
Benchmarking
Network

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Criteria for Participating in the Survey:

- The WBN survey is open to programs providing direct services that prepare individuals for employment (or better employment) or also provide job placement assistance. There is a strong preference that organizations also offer job retention services, but that is not required.
- Organizations must be able to provide complete information about job placement results and median starting wage for participants enrolled in a specific program during a recently completed one-year period. There is a strong preference for additional job retention data and job status information (full-time, part-time, etc.) as well, but it is not required.
- Organizations wishing to submit data on multiple programs will complete a separate survey for each.
- There is no cost to providers to participate

General Questions

Where can I access the survey?

The Workforce Benchmarking Network Survey can be accessed at: <https://wbn.skilledwork.org/sign-in>.

Is there a guide to help me complete the survey?

Yes! A survey completion guide can be found at <https://skilledwork.org/wp-content/uploads/2024/01/Survey-Access-Documentation-1.18.24.pdf>

What questions does the survey ask?

You can access a summary of the National survey questions through our [Summary List of Questions](#). Once your organization has a log-in to the survey, you can print the survey questions in its entirety. We have found that some organizations see value in printing the survey in its entirety to use as a tool to gather their data to input.

Do organizations tend to submit only their best results?

No. This survey and its individual results are confidential, and it is designed as a tool for learning and improvement. Organizations generally submit data for all programs that they want to benchmark performance for, not just those that are the highest performing. This allows organizations to accurately compare the performance of all their programs to the field, while being able to analyze each individual program's performance. Instead of submitting a program with very strong results, for example, an organization could choose to submit data on a newer program just to see how it benchmarks with peers.

Is there a deadline for submitting data?

No, not anymore. Organizations can submit survey data at any time.

How much time does it take to complete the survey?

We cannot say for sure as it depends on how readily available your data is. From past experience, we expect it could take between 4 and 12 hours to gather and enter the data. Comparative benchmark data becomes available as soon as all survey data has been submitted.

How much will the data we receive help us with our evaluation of our efforts?

The reports will be of great assistance to your continuous improvement efforts. They will give you the ability to explore how you compare to similar programs nationally as well as to better explore how services and their provision impact outcomes.

Cohort characteristics: Some of these items (e.g., age, reading level) may change over the course of service. How should we answer those questions?

For all these questions, we are asking for the participant's status at the time of enrollment or beginning of services. In some cases, e.g., their conviction status, you may not learn the information at the time of enrollment but might have later updated your records. As long as that status was in effect at the time of enrollment, you would still report it.

If I have multiple programs, and will complete more than one survey, can I copy an existing organizational survey or sections to pre-populate a new survey?

Unfortunately, you cannot. You must start fresh with each survey you complete.

Can there be more than organizational user from a single organization?

Yes! Feel free to register as many organization staff as you like. There is also no limit on the number of Survey Administrators; just keep in mind that Administrators can add and delete Survey Users.

Program, Cohort, and Timeframe Selection Questions

Prior Year Participants: If an organization participated in a WBN survey in a prior year, are they submitting "new" data or updating their "old" data?

We expect organizations that are participating again are submitting "new" data on a different cohort.

Selecting the Cohort of participants: *How do we decide?*

The important factor is to choose a one-year period far enough in the past that you already know all the placement outcomes (and preferably the 3-month retention outcomes) for those participants enrolled during that one-year period. Those "enrolled" during that period will be your cohort (however you define "enrollment"). We recognize the Covid-19 pandemic disrupted services and programming for many organizations across the country and we are more than happy to talk to discuss the nuances of this.

- It is very likely that some of the placement or retention outcomes for that cohort will have occurred after the end of the one-year enrollment period.
- We are looking for data on all participants enrolled during the one-year period, not just those who found employment.
- We prefer that you submit at least 3-month retention data at the time of submission, but it is not required. You will be able to go back in and add 6-month and 12-month data as you receive it (if collected).

Can we add multiple cohorts?

It depends. We are asking you to create a cohort of participants enrolled in the same program during a one-year period of your choice. That could mean including multiple rounds or cycles of participants served within that time frame. For example, if you run your program from April to September and then run another round from October to March, then you would combine those participants into one cohort for the survey.

Do we choose which of our programs to report or is that chosen for us?

No, you will choose the program(s) for which you submit a survey if it meets the basic criteria for programs.

If you are submitting for multiple programs, do you have to complete separate surveys for each?

Yes, each unique program type is one survey. We ask for detailed information about the population served and the services provided. Reports help survey takers see the difference in results by service type or population, so it is essential that programs are treated as separate surveys.

Is there a minimum number of cohort participants we can report data?

If it is under 25 over a one-year period, then please email us at benchmarking@skilledwork.org to discuss.