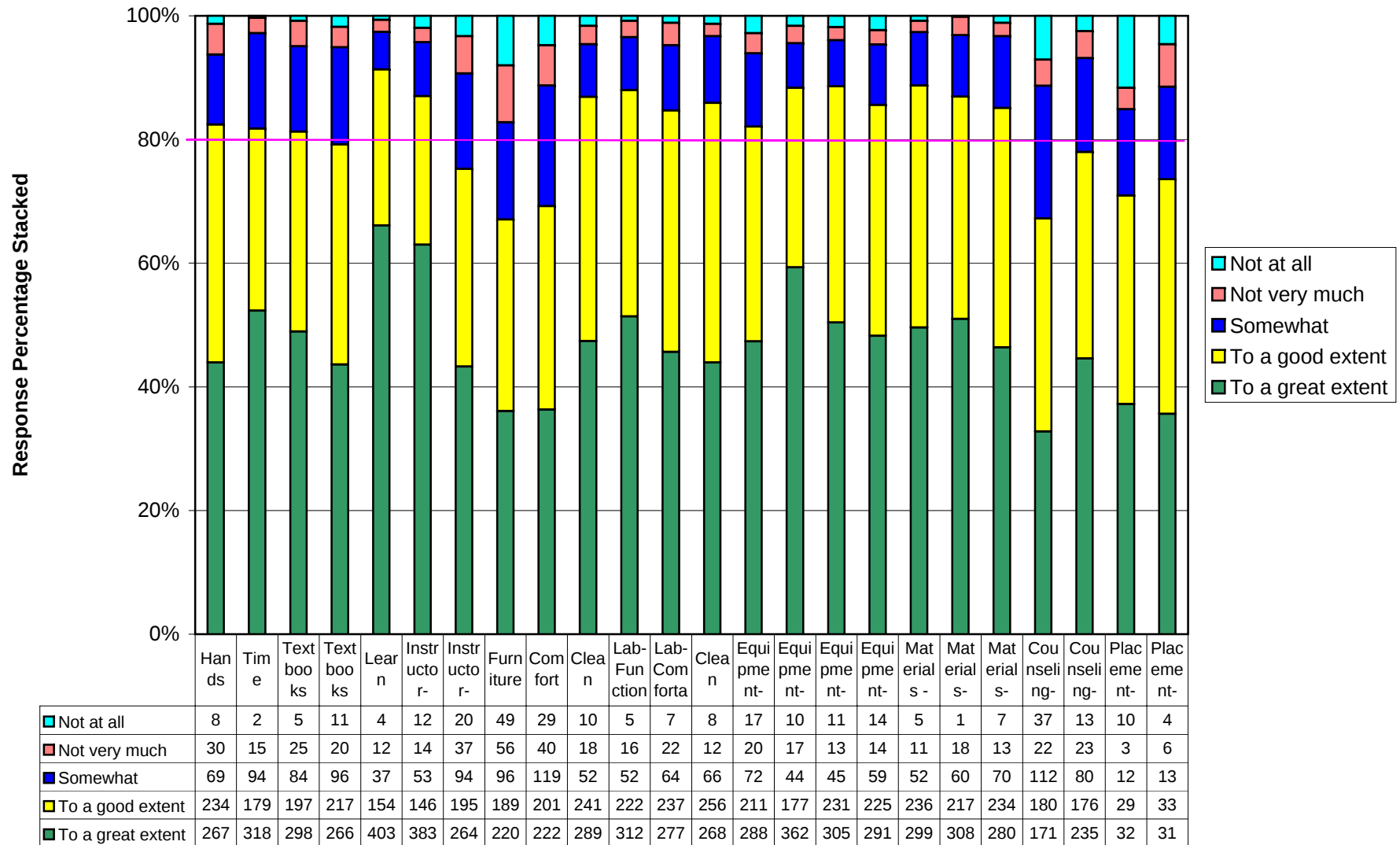
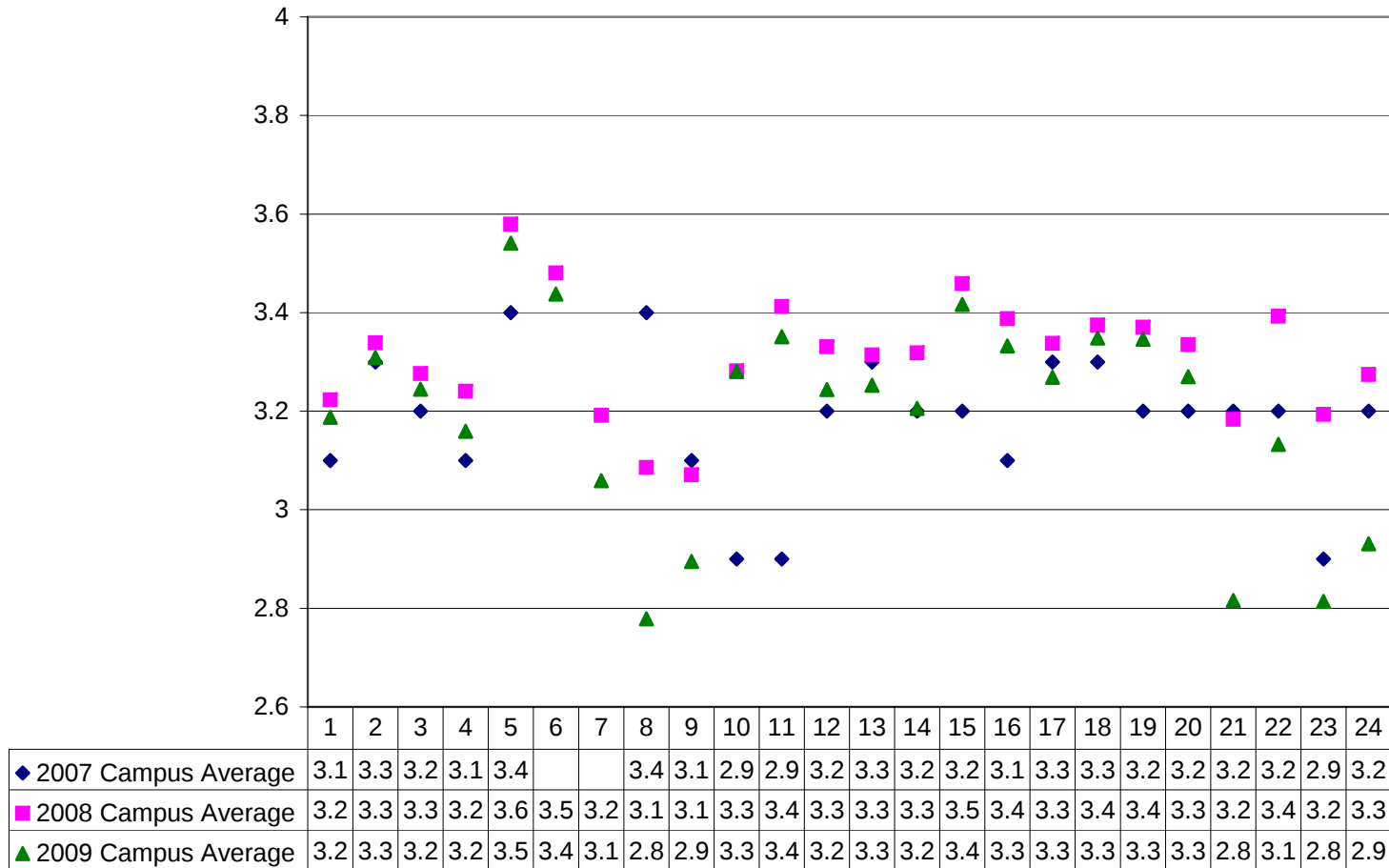


## Customer Satisfaction 2009



**Erie County Technical School  
Customer Satisfaction  
07, 08, 09 Campus Averages**



| Please list any suggestions that will help us improve the training program. |                |
|-----------------------------------------------------------------------------|----------------|
| Answer Options                                                              | Response Count |
|                                                                             | 223            |
| <i>answered question</i>                                                    | 223            |
| <i>skipped question</i>                                                     | 390            |

## Atmosphere

A/C in upper theory room.

Air conditioning, projector and some seats

Better chairs, air conditioning in the upper theory room.

Air conditioning

More depth, get more technical

More comfortable

It is too cold and I can't concentrate.

Heat in classrooms. Overhead projector on ceiling. Be fair to all students.

## Breaks

Longer breaks; ten minutes isn't enough to get food and eat it too.

If we took break because we need it.

Break on Monday

Break on Monday

Better food and longer breaks.

If we could actually do a lot of things and go to break.

## Computers

Better computers and seats

Updated computers.

More computers

It would be more convenient if the printer in our lab worked properly all the time.

There are only a few minor things I would consider needing changed, the computers are considerably slow but useable

Better computers, don't lock games

Have more laptops available

Updated lab computers

More new computers, software.

## Materials and Equipment

Robots

New blow dryers

Better equipment

Working lab boards and the equipment you need for them.

Higher technology machines

Newer machines

New materials

Need more supplies

More equipment- second instructor

More equipment and an additional instructor

Better computers so that there wouldn't be days that we get less work done

Better computers

A CNC machine

New tools, more heavy equipment, more booths

New tools

More welders

New helmets

We need a press break.

Water welding

Press brake

Up-to-date software/hardware

New computers

Different kind of sanders, newer mills, more drill bits (range and quality)

New tools  
New equipment  
New equipment, new teaching method  
Better tools, up-to-date tools, more supplies  
Custom paint  
New equipment, updated information  
New equipment  
Better equipment  
Up to date equipment. Education before discipline.  
Make sure we have all supplies available & up to date  
Bigger budget for more interesting foods  
Flat screen

## **Furniture**

New seats would be awesome and maybe a projector.  
New chairs and air conditioning please.  
Better chairs Air conditioning  
Way better chairs  
Stools for work benches  
Chairs at the work area. Two teachers  
Different furniture  
We need new seats in the classrooms

## **Learning**

Better product theory More master color classes where a professional comes in to demonstrate  
Advanced coloring & cutting techniques for advanced students  
Night class tutoring once a week, one on one learning.  
Base the learning to the program we are in.  
Study more often in free time that is available.  
Electronics text books contain a lot of knowledge, but a lot of things are not explained, such as definitions in chapters  
More time allotted for the Leadership and Total Quality Management Portions of ECTS  
More theory  
Have more time to do book work in class.  
A little more explaining on theory  
More time lecturing and taking notes rather than working on independent book work.  
More time in the shop  
Could have more movies that will help us understand and have a look at what we are doing.  
More time in the kitchen, less going to different classes.  
More hands on, more fun  
Spend a little more time showing us how to do our projects.  
More work  
Very well instructed  
I am not quite sure that so much time is really needed to study Cobol  
Do languages that are more fun. More C++ : to have everyone in the class work on one huge program.  
More admin privileges, some programs wont run due to limited privileges.  
Program in real time situations. Doing programs is fine but very repetitive. I think it would be cool  
Do more FUN assigned activities  
More work  
More on what you want to do at the hotel instead of the teacher putting you in the same thing for 2 months.  
I feel my lab is shifting to be too much like gr: but I feel I'm on a computer more now instead of being a hands on artist.  
I feel there is too much repetitiveness throughout. Try to get into more detail quicker.  
Slow down a little  
Instructional Videos  
More all day events  
Demonstrations  
More interesting teaching style  
Possibly less homework  
Less homework  
More time to study the book. We only get maybe an hour, not even, the whole week and we can't take them home.  
More fun projects!

Less mean people. Talk to me like I'm a person, not a stupid kid.  
More hands on activities.-6  
More help  
I think the projects should be explain a little more than just showing us and taking notes.  
Let the students decide what they would like to learn in their program  
More art related stuff instead of Photoshop and theory  
Less book work.  
More time in the shop with cars  
More shop time-5  
Less paperwork, more reading  
More grilling  
More out-of-class work.  
Learn more, different colored outfits  
When learning about the body, make things more visual.

### **Miscellaneous**

Let us know why we have a low grade in class.  
We should be able to get certified for taking this program.  
We need more hands on, out of the class room, in the work force experiences.  
Have counselor here at all times.  
Different color uniforms! Less time spent on stuff that doesn't go with our actual lab.  
You're doing fine.  
Teacher's helpers (aides)  
A second teacher to make sure everything can be checked  
Allowing hoodies to make it more comfortable. More seating in work areas  
Let us wear hoodies.  
One on one with the teacher. The option to listen to music in class.  
Teach us the samples  
More job sites  
Having a nurse close by all the time.  
More time  
Add more "school spirit" stuff. It makes the school more legit and not like a blow off.  
Student aide with welding knowledge  
S.S.S - Students Supporting Students counseling  
More PC  
More fun  
Newer books  
Everything is fine  
Mr. Craft is an amazing teacher! Build a bigger classroom.  
More paper for students to take notes with.  
I'd appreciate being treated as an equal rather than a usual teacher-student relationship  
The lab is really great.  
Have more up to date books  
Create a positive learning environment everyday.  
Allow more time, fix loud beeping monitor  
Explain more on the programming sometimes I didn't understand until I asked a friend/another student  
Doing a great job.  
Updated books  
Stop letting kids come to the lab that don't want to learn how to cook  
Don't have students who just goof around  
Keep out people who do not need to be here  
Have the teacher make up the test  
Green room  
I think a hand washing station would be very helpful.  
A place for children to wash their hands in the lab, other than the bathroom.  
A hand washing station.  
Look into who gets into tech more because I feel a lot of students are here goofing off and here for the wrong reasons.  
Well our lab is often very boring as we sit and do our work. Many students have music playing devices and we

### **Reading and Math**

Take a test so that if you score proficient you don't have to do math or the reading assignments.

Math is taking away from our theory time leaving us with more work to be done.

Spend less time on Math and English or teach math that applies to us! More time in notes and learning info with teacher.

I think all the extra things we do in class should stop! We are wasting our time, not learning the things we actually need.

Less math

No math-4

More help on the math. we have home school we don't need reading and math here!

To do less math and stuff in morning so we have more time to work.

Instead of every other day with math and reading, make it one week math and the other reading.

Less Theory - we know this stuff, let us work on the things we need to get done! As long as

No math or reading-3

No weekly math tests and less book work

The reading and math is a waste of time; I could spend it being more constructive

Don't use so much time for math and reading We don't need to take time here to do that.

Keep it related to the lab & not home school

More time on subject

Offer more elective classes so that we can have more variety here other than reading and math.

Make math more challenging

Make math harder

Not a big fan of doing math problems, that's meant for home school.

More room in theory.

## **Space**

Bigger locker room-5

A bigger lab

Bigger theory room

A bigger preschool

Bigger lab, updated tools. Need better ventilation in theory room.

Culinary classroom needs new desks.

Get a bigger room, also hire another teacher so there will be two teachers in the lab.

Another instructor to help Mr. Cyphert

More room in theory.

Chairs at the work area. Need 2 teachers. Laptops.

## **Time**

More time.-5

Networking should be three years

Longer class periods at Tech

I like the program and I love the fact that you can choose AM or PM. It helps me because I'm in band. I wish I could stay all day.

Have us stay here for a full day of school instead of coming half a day. Have tech for a full week

English and math here.-2

All day school here-4

Go two weeks here, then two weeks at home school



| Copy of ECTS Customer Satisfaction Survey 2009                                                     |                |
|----------------------------------------------------------------------------------------------------|----------------|
| <b>What course content would you like to see in your program that we currently do not present?</b> |                |
| Answer Options                                                                                     | Response Count |
|                                                                                                    | 140            |
| <i>answered question</i>                                                                           | <b>140</b>     |
| <i>skipped question</i>                                                                            | <b>473</b>     |

|                                                                                               |    |
|-----------------------------------------------------------------------------------------------|----|
| Four wheelers and motorcycles                                                                 | 3  |
| Butchering                                                                                    | 2  |
| Corrective color                                                                              |    |
| Criminal Justice                                                                              | 2  |
| Diesel                                                                                        | 9  |
| An engine dyno                                                                                | 2  |
| More ethnic hair techniques                                                                   | 2  |
| Fashion design, Modeling                                                                      | 2  |
| frame machine, upholstery, custom paint                                                       | 3  |
| Grilling                                                                                      |    |
| I would like to see more on makeup & coloring                                                 |    |
| I would like to see more photography and use of the darkroom                                  | 10 |
| Microsoft silver light                                                                        | 3  |
| Small engine                                                                                  |    |
| Video game designing.                                                                         | 2  |
| Japanese cooking                                                                              | 2  |
| World foods                                                                                   |    |
| Maybe some language experience                                                                |    |
| Robots virtual reality                                                                        |    |
| More computer interior electronics                                                            |    |
| I think we should have clinicals.                                                             |    |
| I would like to be able to have more class trips out of the classroom in to the health field. |    |
| A dance program                                                                               |    |
| Pre-natal teaching                                                                            |    |
| More on EMS                                                                                   |    |
| More on medicines, good programs for our school to look at.                                   |    |
| Doom                                                                                          |    |
| Work with the servers more.                                                                   |    |
| Equine Science                                                                                |    |
| Protective Services                                                                           |    |
| Pastry (besides cookies)                                                                      |    |
| 11th grade co-op                                                                              |    |
| Build actual HVAC                                                                             |    |
| More on dry walling                                                                           |    |
| ROTC program                                                                                  |    |
| Automotive electric courses                                                                   |    |
| Macromedia flash                                                                              |    |
| More knowledge of other programming languages that are out there.                             |    |
| Just more web design.                                                                         |    |
| Machine operation                                                                             |    |
| Interior design                                                                               |    |
| A choice of metal fabrication or sheet metal                                                  |    |
| New helmets                                                                                   |    |
| Oxy-acetylene welding                                                                         |    |
| Underwater welding.                                                                           |    |
| game design                                                                                   |    |
| CG - multimedia                                                                               |    |
| Better press!                                                                                 |    |
| Photography                                                                                   |    |
| Video game design                                                                             |    |

Our own project, whatever we want  
More design work  
Multimedia/animations  
More hotel days.  
glass, interior trim  
Small motor repair, e.g., ATV, snowmobile  
Customizing  
3D design & storyboarding.  
Sculpting, ceramics  
Agriculture  
More time w/ projects; less time making student lunches/deli.  
DOS/Batch file programming  
Laptops  
More about owning a business.  
Fashion design or magazine editor  
I think we should have the options to electives instead of math. We should be able to test out of math if we don't need it.  
Massage therapy  
More film work, actually developing camera film instead of shooting it.  
Mac computers  
Free hand work  
I think we should all travel to a great hotel in New York City or something.  
Put academics as a choice to stay at ECTS all day!  
A section on careers other than hotels, but in the same field  
Go to nice hotels that actually appreciate the work we do for them. They take us for granted and boss us around.  
CPR safety course  
Maybe one that has to do with the law  
I would like to keep the dark room  
Less computer work more drawing packets  
More drawing and less computer  
Less computers more art  
A race driving class  
Social Worker (things)  
More aftermarket work



| Copy of ECTS Customer Satisfaction Survey 2009                  |                |
|-----------------------------------------------------------------|----------------|
| Please list any comments you feel are important for us to hear. |                |
| Answer Options                                                  | Response Count |
|                                                                 | 153            |
| <i>answered question</i>                                        | <b>153</b>     |
| <i>skipped question</i>                                         | <b>460</b>     |

Need air conditioning in the upper theory class.

Air conditioning

Better chairs

Better furniture

We would like to get the overhead put up soon, technology is failing.

Chairs

Non broken chairs

New chairs

Don't turn on AC in the winter then take our hoods and coats away

Need new chairs in the classroom

I think that this is a great program

After basics, learn more advanced techniques.

I think the cosmetology lab is great the way it is

Classrooms need to be painted different color.

Class trips

Water leaks should not affect our budget

I like this program and I think it is going to help me throughout college.

An all school activity would be really nice.

The math and reading thinks we do before our class waste a lot of time that we need for our lab.

If you make us do writing, reading and math the most you can do is to give us stuff that pertains to our job so we are actually learning something. What's the point of doing stuff we already know. Give us something we need, based on our lab.

We shouldn't have to do all the PSSA reading, writing and math shouldn't have to be done at ECTS.

We come here to learn our lab, not learn for the PSSA.

I think that the PSSA help is completely pointless & I don't come here for that. I came here for nursing.

The math worksheets do not pertain to Health Care. Give us math that pertains to health care.

Make the Networking technologies class more than just one year, so more can be done and other students can join, other than seniors.

The class is great

Mr. Cyphert makes the material easy to understand. He makes class interesting and treats everyone fair. I actually look forward to coming to school now.

We need to have hand lotion because skin dries out easily in our lab. Mr. Cyphert is well trained and a good motivator. Perfect instructor!

We need break

No math. Good job.

Need more corner blocks

Class is great.

Mr. Lytle & Yanosko were great teachers

I think this class is great.

The instructors are doing a good job

Mr. Lytle and Mr. Yanosko are great.

Mr. Lytle and Mr. Yanosko make it enjoyable here.

Bigger locker room

Teachers are willing to help in any way they can. You can talk one-on-one if you need to.

Bigger locker rooms.

Less drama and harder workers.

I'm really happy that we can come to ECTS for no cost and we get a real feel for the outside world.

Mr. Masello generally does a great job at teaching us Facility Maintenance.

I love the class. It makes my day go faster and easier

Mr. Massello is a very good teacher.

Love Tech

The hoodie rule isn't needed

We should be allowed to wear hoodies, every other lab can so I don't see why we cant

Get a better grading scale

It is not comfortable in the classroom without hoodies on.

Hoodies should be allowed.

It is hard to check projects with one teacher

We should be able to wear hoodies

That we can wear hoodies in the classroom

Sometimes it takes a long time to get a check off.

Some upgrades to our computers to reduce the bulkiness that they present. Although this is more of a commodity it would be nice.

Time must be added to explore what we are learning. Memorizing samples and books is not an easy way for many people to learn.

I think it would be nice to have been able to take an audio visual editing class here.

and not enjoy 15 minutes would be better and not enjoy 15 minutes would be better.

Let us listen to music in class

Flat screen monitors.

Great school!

Good class

Tech should loosen up a little. Everyone is strict. It's ridiculous. Makes us feel like 5 year olds. If this can be compared to a "college" experience, it should that way, not like kindergarten where we ask to wash our hands.

Mr. Cyphert is a good instructor!

This is a great lab

Need more welders

Break every day

Good class.

better computers

It is ridiculous that we have to do math & reading at this school we are supposed to learn the material in our field.

No more math or reading! That's why we attend home school!

comfortable chairs

This is a lot of fun to learn here.

I think the class is fun and I learn a lot

I think we should be able to have more time on a chapter if we don't really understand it.

The break lines are long and usually when I got break food I have to throw it away. I think break should be at least 20 min.

People are mean to each other.

More options on what you personally feel comfortable doing at the hotel.

The room is kind of cramped, a bigger room would help.

Need more comfortable furniture

Mr. Craft should have a projector like Mrs. Carr has.

More break time

Provide tools for students, spend less time in theory room, work on projects at the same time rate as in a real shop.

Better classroom furniture, need to spend more time on relevant material

Great school

Provide tools, more up-to-date instruction

I want this to stay as an Art & Design class, not a graphics class.

Hard to clean brushes because the warm water in the bathroom is temperamental.

Always cold in our lab.

I think Tech is great and I am glad that I had the opportunity to come here.

Maybe have time to do other school programs and clubs

Keep up the excellent service in providing us with this school and what it has to offer.

Overall, our lab is awesome

I have already taken the PSSAs

I like how Mr. Hewitt makes us flow chart and then he checks and then we write down the program.

Thank you for helping prepare us to go into the work/college field.

We need more activities like the one in C++ where we built the house.

Overall good program just needs to stop being too repetitive and get into more detail with programming.

Mr. Hewitt teachers slower than most doing somewhat the same stuff over again even once we are accustomed to it.

Mr. Hewitt is a wonderful teacher.

I like this class a lot and I hope to make outstanding senior.  
This school is great we need school here all day.  
It is awesome.  
All is good.  
culinary needs bigger locker rooms  
I love this lab; it is great!  
Lots of drama at ECTS Need break on Mondays  
I don't think we should have to take math here that we already know how to do.  
If we know it we shouldn't have to relearn it.  
I really enjoy ECTS  
I really like this school and think it is great, the teachers are really good, patient and caring too.  
Math and reading don't work.  
Great program  
A book to take home.  
This school should look more carefully at the applicants. Less academics, and don't be so strict with us.  
I enjoy it because it makes the day shorter.  
I think we should be allowed to get lunch.  
Mrs Sargent is a great teacher she is always willing to help.  
More space  
Need more paper!  
As seniors, we don't want to take time out of our class to learn how to read or do math. We've done it all before.  
This is a great school. It has taught me a lot of things I can use in my life.  
It is all good.  
I think all kids should be able to eat lunch here.  
You did great!  
Mr. Craft is an awesome teacher and he helps you when you need help  
Some staff are mean and rude  
Limit the reading and theory time. That's mostly all we did and this is a hands on school.  
There should be more creative and color hands-on (painting, graffiti, drawing assignments)  
New books  
We need to go to break more.  
Hats on at a lunch  
Take students feelings into consideration and listen to their opinions.  
I like this school much more than home school. I also hate getting back to home school late and missing part of class.  
Cell phones shouldn't matter  
Cell phones ipods to use in shop when we are working on them  
Teachers are excellent. They deserve more credit than they get. They put up with a lot.  
The use of cell phones, ipods and break on Monday  
We should be allowed to wear hoodies and no uniform in theory  
More locker room  
Need better vehicles to work on  
Amazing  
Overall the autotech program has been a great learning experience.  
Math needs to be challenging. I think you should have different levels of math here. It's all too simple.  
Make the math harder.  
I think we should be able to decide if we wanted to go back or stay.  
Need to enforce rules more, like language; people are constantly swearing, and no one cares.  
Better chairs for the theory room  
I enjoy this class very much  
It is very cold in our lab  
Our lab is very cold. Later and longer break time.  
The room is very cold all the time.  
We could use new chairs and more equipment  
It's very cold! Having a little more time for break, and for Harbor Creek to eat lunch here.  
This is a great school with great teachers. I enjoy being here.  
I like this class  
I think that the program is great and you don't need anything else.  
No extra courses! I get that at home school.  
All day school!

A lot more freedom

More seating where we are working.

Much of what I expect from this class is presented although some of the textbooks are badly outdated,  
which makes the learning process hard. Some new books are badly needed.

Put academics as a choice to stay at ECTS all day!

I like it as it is.

If ECTS was all day with core classes

First year go more in-depth with different fields of health.

Go more in-depth the first year.

I think we should be able to go to other places to see how the mechanics do things,

Better explanation, not just out of the book; use own words.

I like the course content

Satisfied with the course

