

# Working Impact User Guide

*Capture the experience!*

|   |   |   |
|---|---|---|
| <p><b>YOUTH &amp; STUDENT</b></p> <p>CLICK HERE FOR SURVEY</p>  <p><i>Reflect</i></p> <p>MORE INFO</p> | <p><b>EMPLOYER &amp; SUPERVISOR</b></p> <p>CLICK HERE FOR SURVEY</p>  <p><i>Feedback</i></p> <p>MORE INFO</p> | <p><b>TEACHER &amp; MENTOR</b></p> <p>CLICK HERE FOR SURVEY</p>  <p><i>Recommend</i></p> <p>MORE INFO</p> |
|---|---|---|

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**ADMIN LOGIN**  
PASSWORD REQUIRED

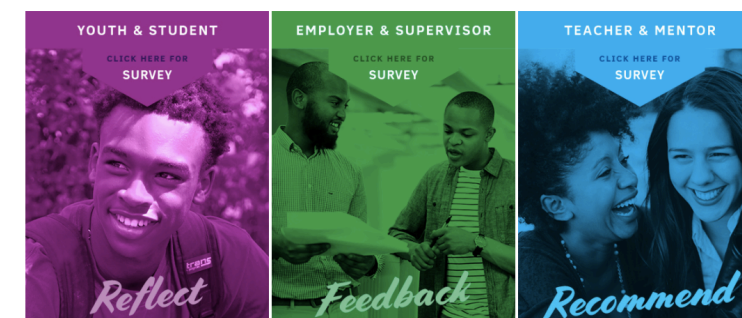
**PROVIDE FEEDBACK**  
REPORT ISSUES & INSIGHTS

## Step-By-Step Implementation To Leading Your Skills Impact Program

# What is MHA Labs Method for creating survey tools?

Working Impact is the evaluation manifestation of MHA Labs empowerment mission in the context of career pathways. It is just one of countless tools and resources MHA Labs designs to help empower youth with an understanding of their own power skills and mindsets. Working Impact is also a demonstration of our unwavering commitment to equity in the field of youth empowerment and impact evaluation.

- 1) MHA Labs survey tool designs start with critical questions:
  - ✓ How are we looking to support youth development and is a survey the right tool to use?
  - ✓ How will this tool immediately help youth along their development path?
  - ✓ How will this tool help organizations better develop the skills and mindsets of their youth?
  - ✓ What insights will the tool reveal for the field of youth development?
- 2) If it is determined the right tool is a Survey, then we proceed with our multi-year participatory research survey design process. We only pursue a survey design if we believe it is the best strategy for youth and we are willing to invest in a multi-year cycle of research and development.
- 3) We then create a foundation of all accessible academic and institutional research on the areas we are seeking to impact. For example, our Building Block skills database includes over 4000 items and our youth mindsets database includes 1600 items.
- 4) We then engage communities of stakeholders to inform multiple phases of synthesis to get to a core viable set of survey questions. Stakeholders include practitioners, employers, youth and parents.
- 5) We then work with experts in cultural linguistics and cultural competency to ensure that every item on every survey is carefully scrutinized for its cross cultural implications and racial, ethnic, gender and sexual orientation biases. Reviews are not simply to screen for overt discriminatory language but subtle biases that underpin cultural norms and values.
- 6) We then create a beta Survey Design that will be tested with real users under real conditions.
- 7) We then integrate surveys into the open-access Working Impact Online System which is designed to allow partners 100% ownership their your impact survey program and data. We intentionally do not design platforms that rely on users needing data science or technical expertise.
- 8) After launch, each beta survey goes through an extensive multi-year process to analyze results, implications and correlations. This process allows us to provide the most valid and predictive tool with the least number of items to ensure that we are creating surveys that are feasible at scale.



## A SPECIAL THANK YOU

MHA Labs would like to thank the following partners who dedicated their time to inform the development of the Working Impact Surveys and Platform.

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Vikki Rompala, Metropolitan Family Services  
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Ana Rivera, UCAN  
Nina Robertson, City of Minneapolis  
Michele Santiago, Free Spirit Media  
Gerald Smith, UCAN  
Alex Voorhees, Cloudbakers  
Jill Young, After School Matters  
Youth Focus Group – Metropolitan Family Services

**Note:** Company Affiliations may have changed

# Recommended Model for Impact Program

MHA Labs Working Impact Survey Tools are designed to be used DURING programs to empower skills development. They were not designed for the sole purpose of program evaluation. To get the highest engagement in skills development and impact measurement, best practice partners use MHA's free skill frameworks, tools, resources and practices to make skills development and coaching an integral part of their entire program design.

## STAFF/MENTOR/COACH ENGAGEMENT

Review all of the MHA skill frameworks, free resources, tools, curriculum and surveys to become fully informed on everything that is available to you and/or required for you to use as part of a contract. Incorporate into your materials, outreach, training, coaching, check-ins, program celebrations and evaluation strategy. Download at <http://mhalabs.org/tools/>

4

## Mentor Survey

Mentors complete a Skills Recommendation on each youth and debrief to reflect on skills performance and create a growth plan. Recommendation Scorecards can go in youth portfolio.

1

2

3

## Youth Outreach, Application and Interviews

Use MHA free resources and tools to embed Hirability Skills language in all of your materials, applications and interview questions. Ask youth to reflect on which skills on the list are their strengths and which ones they may need to develop to be successful on the job or in your program.

## Youth Training

Integrate MHA skill frameworks, free resources, tools, and Youth Empowerment Curriculum into your youth orientations and trainings. **Related Tools:** Youth and Employer Empowerment Curriculum, Awesome Cards/Circles, Goal Cards and Related Tools

## Youth Check-Ins

Use MHA skill frameworks, free resources, tools, and Youth Empowerment Curriculum to power up your youth check-ins

**Related Tools:** Youth Boss Your Power Conversation/Journal Prompt Handout, Awesome Cards/Circles, Amazing Cards/Circles, Win Win Check-In Cards, Goal Cards

## Youth Survey

Youth complete a program impact survey intentionally designed to promote reflection on areas such as skills, confidence, education/career outlook, supervisor relations, and program culture. Considering hosting a final reflection session.

## Employer Outreach and Job Descriptions

Use MHA free resources and tools to embed Hirability Skills language in all of your materials and job descriptions forms. Ask employers to reflect on which skills on the list are critical to the job placement and critical to overall intern and employee performance. Inform employers that you want them to coach youth on these skills and give them feedback on performance throughout the program and on an end performance review survey.

## Employer Training

Integrate MHA skill frameworks, free resources, tools, and Employer Empowerment Curriculum into your employer orientations and trainings. **Related Tools:** Youth and Employer Empowerment Curriculum and Related Tools

## Employer Check-ins

Use MHA skill frameworks, free resources, tools, and Employer Empowerment Curriculum to power up your youth and employer check-ins

**Related Tools:**, Check In At Work Conversation Handout, Amazing Cards/Circles, Win Win Check-In Cards

## Employer Survey

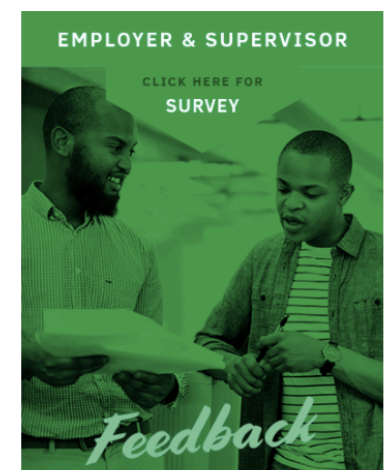
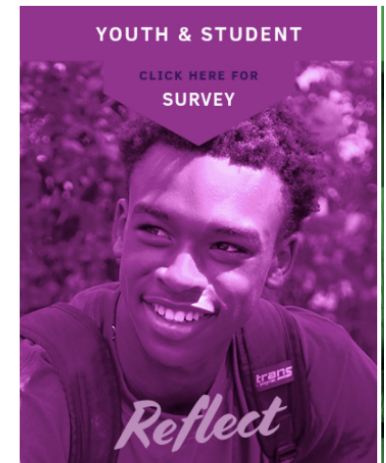
Employer Supervisors complete a Employee Performance Review on each youth and debrief to reflect on skills performance and create a growth plan. Performance Scorecards can go in youth portfolio.



# WORKING IMPACT SURVEYS

THE SURVEYS ARE USED IN SKILL-BUILDING PROGRAMS TO DRIVE YOUTH REFLECTION, EMPLOYER FEEDBACK AND TEACHER-MENTORS RECOMMENDATIONS

1. **Youth Survey** serves as a program impact reflection tool. Every question was intentionally written to drive deeper reflection and meaning-making by just answering the question. MHA tested over 50 questions to reveal a core set of survey items that can predict skill building impact.
2. **Employer Survey** serves as a performance review tool measuring work readiness power skills and technical skills. There are 12 core work readiness skills called Hirability that employers say are “MUST HAVES” for internships and entry-level employment. MHA tested over 97 different skills to statistically reveal this core. This is complemented by the Task App which generates 3 job specific technical skill questions aligned to national labor market standards. Survey auto-generates Scorecards used for feedback, coaching and job portfolios to accompany resumes.
3. **Teacher/Mentor Survey** serves as a recommendation tool measuring the same core Hirability skills. The 12 skills align to the MHA Building Blocks that are used more broadly to promote college, career and life readiness skills. This allows any teacher, instructor, coach or mentor to capture work readiness skills performance. Scorecards can be used as a youth coaching tool and a portfolio-worthy skills recommendation.



# WORKING IMPACT ADMINISTATOR PORTAL

THE PORTAL IS USED BY PROGRAM STAFF TO TRACK SURVEY COMPLETIONS, ACCESS SCORECARDS, ACCESS REPORTS, ACCESS SOURCE DATA AND SUPPORT ADVISING

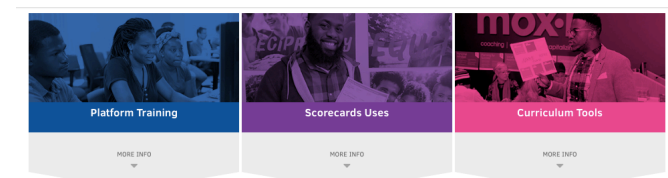
- **Survey Tracker** tables help you to manage survey completion. It has completion tables for each of the three surveys. Tables display who completed each type of survey. Editing feature allows you to correct general information fields to ensure correct Scorecards and to match records.
- **Matched Surveys** table is an ideal table for programs that conduct two or more types of surveys at the end of a program. It has a custom *matching application* that will align a youth survey, an employer survey and teacher/mentor survey all to a single youth record in the table – using first and last names, without requiring codes or logins. You can quickly and easily see which surveys need a match.
- **Key Charts** allow you to track your completion rates based on your enrollment numbers on web or mobile. Also includes charts that visualize key impacts survey questions for quick review, reflection and celebrations.
- **Reports** section provides all of the top reports that users wanted readily designed and available for quick access. All reports come with their own downloadable CSV datasets that have all survey responses and text from open ended questions.
- **Resources** section has targeted training and support materials to help you leverage the platform and your program to its maximum potential. There are paper version of surveys if you are completely unable to use a digital survey.
- **Youth Action** table is designed to support education and career advising as well as job referrals. It displays a youth's education and career goals, job placement information, Hire Up work readiness status as well as all available Employer and Teacher-Mentor Scorecards. Table can also produce custom reports and Scorecard downloads based on filters.

| YOUTH SURVEY |            |           |                |               |                   |                    |  |            |       |           |               |
|--------------|------------|-----------|----------------|---------------|-------------------|--------------------|--|------------|-------|-----------|---------------|
| Search       |            |           |                |               |                   |                    |  |            |       |           |               |
| Youth First  | Youth Last | Job Title | Employer First | Employer Last | Employer Email    | Employer Company   | Key Strength   | Date       | Email | Scorecard | Edit this row |
| Sarah        | Jones      | Manager   | Leslie         | Beller        | beller@hshabs.org | Whole Foods        | Sarah's passion for food really made her great at customer engagement.   | 2018-02-21 | ✕     | Download  | EDIT          |
| George       | Brooks     | Manager   | Michael        | Jackson       | beller@hshabs.org | Acme Music Company | Jack is very level-headed and handles tough situations well.             | 2018-02-21 | ✕     | Download  | EDIT          |
| Jack         | Miller     | Manager   | Leslie         | Beller        | beller@hshabs.org | Whole Foods        | Jack has excellent space planning skills and created fantastic displays. | 2018-02-21 | ✕     | Download  | EDIT          |

| ALL SURVEYS |        |      |               |          |         |                    |               |                |        |      |               |
|-------------|--------|------|---------------|----------|---------|--------------------|---------------|----------------|--------|------|---------------|
| Search      |        |      |               |          |         |                    |               |                |        |      |               |
| Youth       |        |      |               | Employer |         |                    |               | Teacher/Mentor |        |      |               |
| First       | Last   | ID # | Survey Status | First    | Last    | Company            | Survey Status | First          | Last   | Role | Survey Status |
| Leslie      | Beller |      | Completed     |          |         | MSA                | Not Completed |                |        |      | Not Completed |
| Sarah       | Jones  |      | Completed     | Leslie   | Beller  | Whole Foods        | Completed     | Tanya          | Childs |      | Completed     |
| George      | Brooks |      | Not Completed | Michael  | Jackson | Acme Music Company | Completed     |                |        |      | Not Completed |
| Jack        | Miller |      | Not Completed | Leslie   | Beller  | Whole Foods        | Completed     |                |        |      | Not Completed |

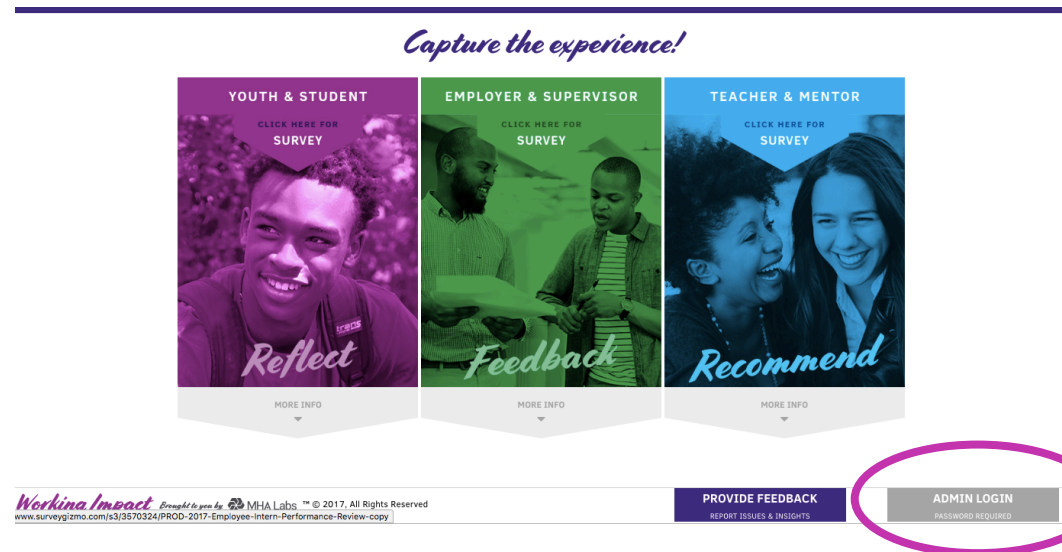
| COMPLETION RATE       |    |   |      |
|-----------------------|----|---|------|
| ENTER # ENROLLED      |    |   |      |
| Youth Survey          | 2  | 2 | 100% |
| Employer Survey       | 5  | 3 | 60%  |
| Teacher/Mentor Survey | 10 | 1 | 10%  |

| Youth Survey  |  |  | Employer Survey  |  |  | Teacher/Mentor Survey  |  |  |
|---|--|--|--|--|--|--|--|--|
| Survey Completion Status Report   |  |  | Survey Completion Status Report  |  |  | Survey Completion Status Report  |  |  |
| This report is a listing of all youth surveys completed to date. This list is sorted in alphabetical order by youth last name. Available as PDF and CSV file. |  |  | This report is a listing of all employer surveys completed to date. This list is sorted in alphabetical order by youth last name. Available as PDF and CSV file. |  |  | This report is a listing of all Teacher/Mentor surveys completed to date. This list is sorted in alphabetical order by youth last name. Available as PDF and CSV file. |  |  |



| Youth  |        |                                    |                             | Last Job    |  |                              |         | Employer Scorecards  |              |                    |            | Teacher/Mentor Scorecards |              |                    |            |
|--------|--------|------------------------------------|-----------------------------|-------------|--|------------------------------|---------|----------------------|--------------|--------------------|------------|---------------------------|--------------|--------------------|------------|
| All    | All    | All                                | All                         | All         | All  | All                          | All     | All                  | All          | All                | All        | All                       | All          | All                | All        |
| First  | Last   | Job Goal                           | Education Goal              | Company     | Title  | Job Sector                   | Hire Up | Email Last Scorecard | Download All | Download Scorecard | Date       | Email Last Scorecard      | Download All | Download Scorecard | Date       |
| Leslie | Beller | Will be working part-time          |                             |             | MSA  |                              |         |                      |              |                    |            |                           |              |                    |            |
| Sarah  | Jones  | Will be looking for part-time work | Get a 2yr Associates Degree | Whole Foods | Combined Food Preparation and Serving Workers, Including Fast Food | Food Preparation and Serving | Yes     | ✕                    | Download     | Download           | 2018-02-21 | ✕                         | Download     | Download           | 2018-02-21 |

# WORKING IMPACT ADMINISTRATOR PORTAL



Administrators access the Login Page and Admin Portal from the Working Impact Platform Landing Page. This is the grey ADMIN PORTAL button on the bottom right of the home page.

ADMIN LOGIN  
HERE

The 1<sup>ST</sup> time you visit the portal, set up your login and password using the **SIGN UP** form on the right side of the page. Your email address will serve as your login. If your email address domain matches to the your organizations domain (not a gmail, etc) then you will automatically be approved to access your organization's account. You will complete form, click on the confirmation email, then login using the **LOGIN** on the left to sign in going forward.

If you are using a personal email account such as gmail yahoo, etc and cannot obtain an official email from your organization, you can request one by entering the email of the organization's Supervisor, Director or Program Coordinator, someone with an official organization email. MHA Labs will contact your organization and get authorization. This can take 48-72 hours based on the availability of your supervisor.

Capture the experience!

LOGIN

Email beller@mhalabs.org

Password \*\*\*\*\*

RESET PASSWORD

SUBMIT

SIGNUP

Your Email

Partner Organization

Email of your org's administrator Only needed if using gmail or yahoo etc.

Choose a Password

Verify Password

SUBMIT

Select your organization from the list of registered accounts. Administrators signing up with their organization's domain email address can be automatically verified. If you are using an account such as gmail, your email will require third party authorization and can take up to 48 hours for confirmation.

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PROVIDE FEEDBACK  
REPORT ISSUES & INSIGHTS

ADMIN LOGIN  
PASSWORD REQUIRED

RETURNING  
USERS HERE

FIRST TIME  
USERS HERE



# RESOURCE TAB IN PORTAL

## Resources Key Functions

The resources page houses information, directions, tools and other resources that allows you to master the Working Impact Platform and impact your youth's program experience. For each category on the page, you can click the "More Info" button and view what resources are available with downloads.

- Access Platform Training Guide and Link to Training Videos on YouTube
- Access the Boss Youth and Employer Empowerment Curriculum
- Access Paper Scorecards for when Digital Survey Completion is COMPLETELY unavailable, MHA Labs can provide special data entry links to people who have to use paper survey at scale. Online surveys randomize questions each time making data entry more difficult.

## MENU NAVIGATION

The screenshot displays the 'RESOURCES' tab in the portal's navigation menu. Below the menu, there are two dropdown menus: 'Test Organization' and 'Test Program Summer 2017'. The main content area features six resource cards arranged in a 2x3 grid. The top row includes 'Platform Training' (blue), 'Scorecards Uses' (purple), and 'Curriculum Tools' (pink). The bottom row includes 'Youth Resources' (purple), 'Employer Resources' (green), and 'Teacher/Mentor Resources' (blue). Each card has a 'MORE INFO' button at the bottom. Annotations with yellow arrows point to specific cards: 'TRAINING GUIDES HERE' points to 'Platform Training' and 'Curriculum Tools'; 'PAPER VERSIONS HERE' points to 'Teacher/Mentor Resources'. The footer contains the 'Working Impact' logo, 'Brought to you by MHA Labs', copyright information, and a 'PROVIDE FEEDBACK' button.

**TRAINING GUIDES HERE**

**TRAINING GUIDES HERE**

**PAPER VERSIONS HERE**

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**PROVIDE FEEDBACK**  
REPORT ISSUES & INSIGHTS

# SURVEY TRACKER TAB IN PORTAL

## Survey Tracker Key Functions

The Survey Tracker is designed for tracking and supporting completion of each type of survey being used in the program.

- Use Survey Type Buttons Seeing completion data by each survey type
- Click on PDF/Paper Icon to download individual scorecard
- Use Email Button Send reminders to those who have not yet completed the survey
- Click Edit Button to correcting general information fields
- Click Wrong Program Button to switch Program affiliation if a survey taker selected the wrong program from the program survey dropdown
- Click Wrong Program Button to Remove a survey from your portal if a survey taker selected the wrong organization from the org survey dropdown

### Selecting a Program

When coming to the Portal, the first thing you'll want to do is select the program you want to review. Most organizations have multiple programs over multiple years, so you want to make sure you are in the correct program before doing any actions on your data.

### Using Survey Tracker Tables

The Survey Tracker provides three tables. One for each type of survey. You navigate between tables using the Youth, Employer and Teacher-Mentor survey buttons. The table displays 10 rows at once. It can be navigated on the bottom of the table or use the search field to find a specific survey.

### FRIENDLY ADVICE.....

The online survey platform is designed without special logins and links to make administration easier. This means that in the survey the rater will be selecting your organization and program from drop-down lists.

It may seem impossible after weeks of programming that a person would forget the name of their organization and program but it happens all the time. Sometimes the official name of the program does not match what the program is casually known by. For example, a program may be called the Open Hearts Summer Job Program but is also a part of a city contract known as DFSS SYEP. It will appear as DFSS SYEP in the dropdown.

**PLEASE BE SURE TO  
REPEATEDLY COMMUNICATE  
THE NAME OF YOUR  
ORGANIZATION AND PROGRAM**

The screenshot shows the Survey Tracker Portal interface. At the top, there are two dropdown menus: "Test Organization" and "Test Program Summer 2017". Below these are three buttons: "YOUTH SURVEY", "EMPLOYER SURVEY" (highlighted with a yellow box and arrow labeled "SELECT PROGRAM HERE"), and "MENTOR SURVEY" (highlighted with a yellow box and arrow labeled "SELECT SURVEY TYPE HERE"). Below the buttons is a search bar. The main table displays survey responses with columns: Youth First, Youth Last, Job Title, Employer First, Employer Last, Employer Email, Employer Company, Key Strength, Date, Email, and a row of action buttons (Download Scorecard, Edit this row, Edit Program). The "Download Scorecard HERE" button is highlighted with a yellow box and arrow. The "Edit Program" button is highlighted with a yellow box and arrow labeled "CLICK ON WRONG PROGRAM BUTTON TO CHANGE SURVEY PROGRAM AFFILIATION OR REMOVE A SURVEY". The table shows three rows of data for Grace, Darius, and Sophia.

| Youth First | Youth Last | Job Title | Employer First | Employer Last | Employer Email      | Employer Company   | Key Strength  | Date       | Email | Download Scorecard | Edit this row | Edit Program  |
|-------------|------------|-----------|----------------|---------------|---------------------|--------------------|---|------------|-------|--------------------|---------------|---------------|
| Grace       | Jackson    | Manager   | Leslie         | Beller        | lbeller@mhalabs.org | Smart Organization | Grace's helper attitude was very impactful with our Parent Program. | 2017-07-27 | ✉     | 📄                  | EDIT          | WRONG PROGRAM |
| Darius      | Smith      | Manager   | Leslie         | Beller        | lbeller@mhalabs.org | Acme Company       | Darius has a great attitude and brought positivity to the worksite. | 2017-07-27 | ✉     | 📄                  | EDIT          | WRONG PROGRAM |
| Sophia      | Jones      | Manager   | Leslie         | Beller        | lbeller@mhalabs.org | Acme Company       | Fantastic working with our customers to solve problems.             | 2017-07-27 | ✉     | 📄                  | EDIT          | WRONG PROGRAM |

Showing 1 to 3 of 3 Survey Responses

**CLICK ON WRONG  
PROGRAM BUTTON  
TO CHANGE SURVEY  
PROGRAM  
AFFILIATION OR  
REMOVE A SURVEY**

Can take up to 10 -  
15 minutes for new  
surveys to populate  
the tracker



# MATCHED SURVEY TAB IN PORTAL

## Matched Surveys Functions

This is an ideal table for programs that conduct two or more types of surveys at the end of a program. It has a custom matching feature that aligns a youth survey, employer survey and teacher/mentor survey all to a single youth record in the table – **using youth first and last name**. You can quickly see which surveys need a match.

There are some cases where records are not matching because a youth name is misspelled or they entered a youth nickname. You can use the edit feature on the SURVEY TRACKER TAB to correct name spelling errors on any survey. Once corrected, the platform will update its database and make the appropriate match.

### Example:

- In the first line of the table, it shows a Youth completed their survey by showing the date and email icon in black.
- The name of the company where a youth said they worked on their survey shows up in the Employer column. But since there is no employer matched survey the email icon is red to remind you to email them to do the survey. Once an employer completes their survey the company name will change to what the Supervisor entered which is typically more accurate.
- Additionally, the Teacher/Mentor turns red as well to remind you to have program staff complete a survey if they too are part of your survey program.

(Program Partners)

(COMPLETION RESULTS BY PROGRAM)

Test Organization

Test Program Summer 2017

ALL SURVEYS

YOUTH SURVEY

EMPLOYER SURVEY

MENTOR SURVEY

Search

| Youth  |         |      |               |            |       | Employer |        |                    |               |            |       |                    | Teacher/Mentor |       |       |               |            |       |                    |
|--------|---------|------|---------------|------------|-------|----------|--------|--------------------|---------------|------------|-------|--------------------|----------------|-------|-------|---------------|------------|-------|--------------------|
| First  | Last    | ID # | Survey Status | Date       | Email | First    | Last   | Company            | Survey Status | Date       | Email | Download Scorecard | First          | Last  | Role  | Survey Status | Date       | Email | Download Scorecard |
| Ellen  | Jones   |      | Completed     | 2017-06-27 |       |          |        | Google             | Not Completed |            |       |                    |                |       |       | Not Completed |            |       |                    |
| Grace  | Jackson |      | Not Completed |            |       | Leslie   | Beller | Smart Organization | Completed     | 2017-07-27 |       |                    |                |       |       | Not Completed |            |       |                    |
| Darius | Smith   |      | Not Completed |            |       | Leslie   | Beller | Acme Company       | Completed     | 2017-07-27 |       |                    |                |       |       | Not Completed |            |       |                    |
| Sophia | Jones   |      | Not Completed |            |       | Leslie   | Beller | Acme Company       | Completed     | 2017-07-27 |       |                    |                | Sarah | Locks | Completed     | 2017-07-27 |       |                    |

# KEY CHARTS TAB IN PORTAL

## CHART 1: Tracking Completion Rate By Entering Enrollment Numbers

To track completion rates, enter the number of youth enrolled to be rated each field in the first column and click on SUMBIT ENROLLMENT NUMBER. Since employers and mentors conduct a survey for each youth, the number is the same. If a single employer is supervising two youth, then they have to do two surveys.

Only enter the total number of youth that are currently enrolled, rather than your initial program start enrollment. Youth who dropped out are not typically considered part of your completion rate tracking.

This BADGE ICON will appear once you have reached 100 completion.



(Program Partners)

(COMPLETION RESULTS BY PROGRAM)

Test Organization

Test Program Summer 2017

COMPLETION RATE

HIRABILITY SKILLS

HIRABILITY STATUS

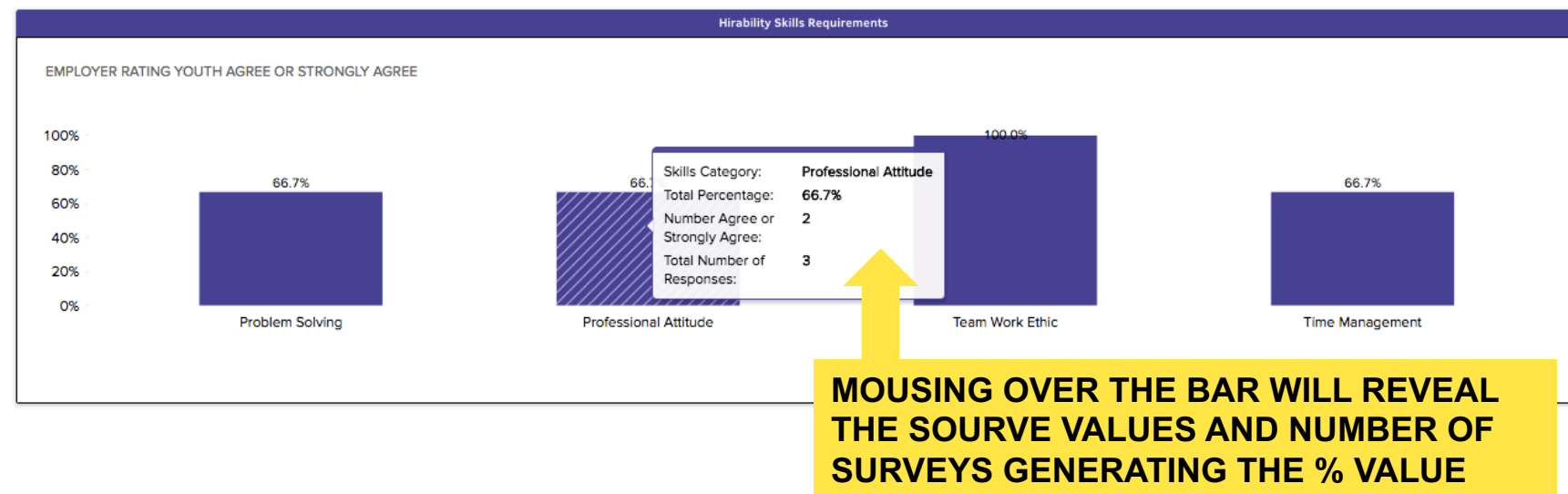
YOUTH IMPACT

| Completion Rate          |                    |           |                   |
|--------------------------|--------------------|-----------|-------------------|
|                          | ENTER # ENROLLED ? | COMPLETED | PERCENT COMPLETED |
| Youth Survey             | 20                 | 1         | 5%                |
| Employer Survey          | 20                 | 3         | 15%               |
| Teacher/Mentor Survey    | 20                 | 1         | 5%                |
| SUBMIT ENROLLMENT NUMBER |                    |           |                   |

# KEY CHARTS: SURVEY DATA VISUALS

## DATA CHART NAVIGATION

The [Hirability Skills Chart](#) shows the percentages of youth rated “Agree” or “Strongly Agree” by their employers on Problem Solving, Professional Attitude, Team Work Ethic and Time Management.

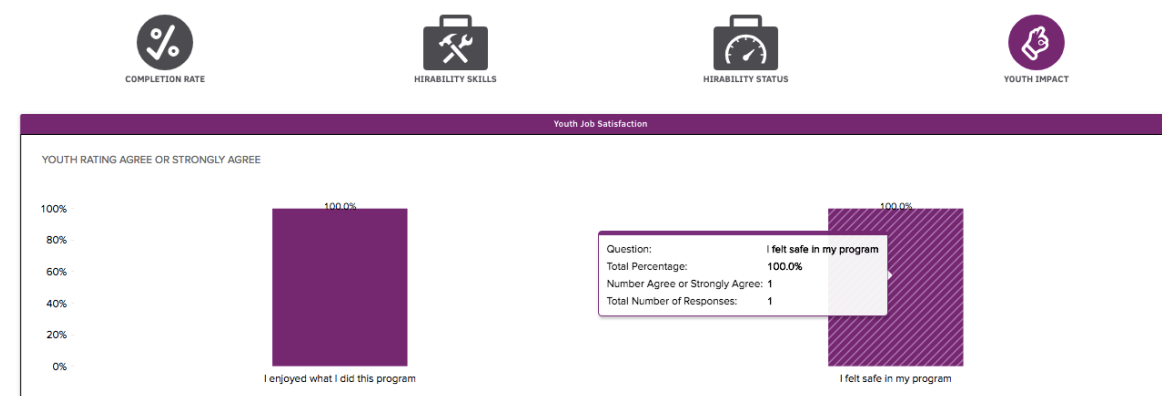


The [Hirability Status Chart](#) shows the percentages of youth rated “Agree” or “Strongly Agree” by their employers on three key summative questions. (The average of these questions is used to study the predictive value of the Hirability Skills)

- ✓ I would recommend this person to a colleague, for a similar position
- ✓ I would seek out this person to be on my next project
- ✓ If I had a job opening, I would hire this person



The [Youth Impact Chart](#) shows key impact metrics from the youth survey. This chart may visualize different factors from year to year based on MHA collective youth impact priorities.





# REPORTS TAB IN PORTAL



















## YOUTH, EMPLOYER AND TEACHER/MENTOR SURVEY DATA REPORTS

- Access PDF downloadable reports that have data charts for core survey questions
- Accessing CSV source data downloads that have survey results including all text from open ended questions (CSV files can be opened using Excel - use Save As .xlsx to store and use as an excel file)
- Downloading badge reports for issuing work readiness badges from the Employer Survey. For Chicago partners, MHA Labs has a badging partnership with LRNG: CHI. Please contact [lbeller@mhalabs.org](mailto:lbeller@mhalabs.org) if you want to participate in LRNG: CHI badging.

**SELECT PROGRAM HERE**

(Program Partners) (COMPLETION RESULTS BY)

Test Organization Test Program Summer 2017

| Youth Survey  | Employer Survey   | Teacher/Mentor Survey   |
|---|---|---|
| <p><b>Survey Completion Status Report</b><br/>This report is a listing of all youth surveys completed to date. This list is sorted in alphabetical order by youth last name. Available as PDF and CSV file.</p> <p> </p>  | <p><b>Survey Completion Status Report</b><br/>This report is a listing of all employer-supervisor surveys completed to date. This list is sorted in alphabetical order by youth last name. Available as PDF and CSV file.</p> <p> </p>  | <p><b>Survey Completion Status Report</b><br/>This report is a listing of all Teacher/Mentor surveys completed to date. This list is sorted in alphabetical order by youth last name. Available as PDF and CSV file.</p> <p> </p>   |
| <p><b>Youth Survey Data Analysis Report</b><br/>This report visualizes the results of your youth survey in charts. Source data is provided in an CSV file. Source data has responses to qualitative questions. Source data is de-identified to protect the confidentiality of the youth rater.</p> <p> </p> | <p><b>Employer Survey Data Analysis Report</b><br/>This report visualizes the results of your employer-supervisor survey in charts. Source data is provided in an CSV file. Source data includes responses for qualitative answers. Source data provides the specific technical skills and ratings for each youth.</p> <p> </p> | <p><b>Teacher/Mentor Survey Data Analysis Report</b><br/>This report visualizes the results of your Teacher/Mentor survey in charts. Source data is provided in an CSV file. Source data includes responses for qualitative answers.</p> <p> </p>                                   |
| <p><b>Youth Job Goal CSV File</b><br/>This CSV file lists youth who opted in for job advising. Includes responses to job status questions. This can be used for job placement support.</p> <p></p>   | <p><b>Compilation of Employee Scorecards</b><br/>The report is a compilation all of of your Employee Performance Review Scorecards. This is made available for ease in bulk printing and distribution.</p> <p> </p> <p>Sorted Alphabetically Sorted by Date Created</p>   | <p><b>Compilation of Teacher/Mentor Scorecards</b><br/>The report is a compilation all of of your Teacher/Mentor Performance Review Scorecards. This is made available for ease in bulk printing and distribution.</p> <p> </p> <p>Sorted Alphabetically Sorted by Date Created</p> |
| <p><b>Youth Education Goal CSV File</b></p>   | <p><b>Employer HIRE UP CSV Report</b></p>   | <p><b>Teacher/Mentor HIRE UP CSV Report</b><br/>This CSV file lists every youth who was rated agree or strongly agree to every mentor skill</p> <p></p>  |

**This report row provides PDF and CSV of Survey Completion charts similar to how they appear on Survey Tracker Tab**

**This report row provides PDF and CSV Survey Summary Report and Survey Source Data. Youth Data is anonymous.**

**Can take up to 10-15 minutes for new surveys to populate the platform for reporting**

### ADDITIONAL REPORTS

- Youth Job Goal With Youth Names
- Youth Education Goals With Youth Names
- Youth Survey Comments CSV

### ADDITIONAL REPORTS

- Download Bulk PDF Files of all of your scorecards
- Employer HIRE UP CSV Report: Youth who were rated agree or strongly agree to all skill and hiring questions
- Employer Survey Key Strength CSV: Entries from Key Strength Question (Great for Tweeting)
- Employer Survey Comments CSV

### ADDITIONAL REPORTS

- Download Bulk PDF Files of all of your scorecards
- Teacher/Mentor HIRE UP CSV Report: Youth who were rated agree or strongly agree to all skill and hiring questions
- Teacher/Mentor Survey Comments CSV

# YOUTH ACTION TAB IN PORTAL

## Youth Action Key Functions

The Youth Action Table reports select fields and scorecards that are useful for education and career advising as well as job referrals.

- See a youth's current education and career status and goals
- See the company, position and labor market sector of the youth's most recent placement
- See a youth's most recent Employer Hire Up Status. A youth receives an Employer Hire Up Status when they are rated agree or strongly agree to all survey questions.
- See a youth's most recent Teacher-Mentor Hire Up Status. A youth receives a Teacher-Mentor Hire Up Status when they are rated agree or strongly agree to all survey questions.
- Access and download all Scorecards
- Make education, program or job referrals emailing the youth's most recent Scorecards
- Create custom CSV reports based on table filtering

**Making performance-based referrals is a central organizing goal for MHA Labs and drives our continued investment in the Working Impact survey design and platform.**

For example, there is going to be a Financial Services job fair and you want to recommend youth in your program for positions. First, filter table by everyone looking for a part time or full time job. Second, filter by everyone with Hire Up status. Lastly, filter by everyone who worked in the “Business and Financial Operations” sector. Download Scorecard compilation report which will include the Scorecards of everyone who met this criteria.

The table shows the following sections, fields and functions in each horizontal row:

Use the filters below to select multiple youth and download or email their most recent scorecards in bulk.

DOWNLOAD BULK SCORECARDS

DOWNLOAD YOUTH SOURCE DATA AS CSV

Search

| Youth  |         |                                    |                                      | Last Job        |         |                                    | Employer Scorecards |                      |              |            |                    |            |                    | Teacher/Mentor Scorecards |                      |              |      |                    |
|--------|---------|------------------------------------|--------------------------------------|-----------------|---------|------------------------------------|---------------------|----------------------|--------------|------------|--------------------|------------|--------------------|---------------------------|----------------------|--------------|------|--------------------|
| All    | All     | All                                | All                                  | All             | All     | All                                | All                 |                      |              |            |                    |            |                    | All                       |                      |              |      |                    |
| First  | Last    | Job Goal                           | Education Goal                       | Company         | Title   | Job Sector                         | Hire Up             | Email Last Scorecard | Download All | Date       | Download Scorecard | Date       | Download Scorecard | Hire Up                   | Email Last Scorecard | Download All | Date | Download Scorecard |
| Leslie | Beller  | Will be looking for full-time work | Get a 2Yr Associates Degree          | JP Morgan Chase | Tellers | Business and Financial Operations  | Yes                 |                      |              | 2018-06-03 |                    |            |                    |                           |                      |              |      |                    |
| Missy  | Jackson | Will be looking for full-time work | Get a Vocational - Trade Certificate | Angel Network   | Tellers | Arts, Design, Entertainment, Media |                     |                      |              | 2018-06-01 |                    | 2018-06-01 |                    |                           |                      |              |      |                    |