

Asian Community Development Corporation (ACDC) Job Fair Improvement Analysis



Submitted by:
Shannon Barry, Timothy Potsaid,
Pardis Saffari, Beau Schilz,
and Yukiko Yamaguchi

UEP 255: Field Projects

Master of Arts
in
Urban and Environmental Policy and Planning
Tufts University
March 31, 2004

Advisors: Veronica Eady, Ann Rappaport, and Rusty Russell

TABLE OF CONTENTS

	<i>Page</i>
<u>Executive Summary</u>	<u>3</u>
<u>Chapter I: Introduction</u>	<u>4</u>
1.1 ACDC Mission	
1.2 ACDC Economic Development	
1.3 ACDC Job Fair	
1.4 Team-ED's Purpose of Research	
1.5 Methodology	
<u>Chapter II: Boston Chinatown Neighborhood Profile</u>	<u>8</u>
2.1 Chinatown Area and Demographics	
2.2 Businesses	
2.3 Education	
2.4 Citizenship and Language Skills	
2.5 Housing and Home Ownership	
2.6 Workforce Overview	
2.7 Empowerment Zone	
<u>Chapter III: Evaluating the ACDC Job Fair</u>	<u>16</u>
3.1 Job Fair as Economic Tool	
3.2 Other Job Fairs	
3.3 Prior ACDC Job Fair Data	
3.4 Job Fair Survey Design	
<u>Chapter IV: Recommendations</u>	<u>29</u>
4.1 Expand to other Asian Communities	
4.2 Empowerment Zone Tax Credit	
4.3 Recruit More Growing Industries in Job Fair	
4.4 Increase ESL/Job Training Agencies Participation	
4.5 Continue Evaluation Process to Better Match Employers with Employees	
<u>Chapter V: Conclusion</u>	<u>31</u>
<u>References:</u>	<u>32</u>
<u>Appendices</u>	
Appendix A—Scope of Work	
Appendix B—Past ACDC Job Fair Survey Data	
Appendix C—Surveys Developed for ACDC's Future Implementation	
Appendix D—Surveys used for other Job Fair Providers	
Appendix E—Surveys used for contacting Other Organizations	
Appendix F—Empowerment Zone Reference Information	
Appendix G—Institutional Review Board (IRB) Protocol Review & Exemption	

Executive Summary

This field project¹ report describes the contribution of the Asian Community Development Corporation's (ACDC) annual job fair to the Chinatown community and other Asian communities in the greater Boston area. This report also details how the ACDC's job fair can modify its structure and use tools to satisfy the needs of Asian community in Boston area. We have studied the demographics of Chinatown, compared economic conditions between Chinatown and Boston area in general, looked at Chinatown's businesses and training agencies, studied the job fair as an economic development tool, evaluated past ACDC job fair surveys and their responses, researched at other Boston job fairs and Asian population focused organizations, and provided new tools that ACDC could use in the future, new job fair surveys, empowerment zone tax credit, and additional recommendations from our research.

Through this project, we discovered that ACDC's job fair survey structure does not provide information to properly evaluate the fair and frame the needs of job fair participants effectively. Thus, we have designed new surveys design for ACDC's future use, as well as recommending additional tools, such as empowerment zone tax credit, ACDC can use to meet its development goals. Also, through our findings from analysis of past ACDC's survey data and survey from other job fairs, it appears to be some mismatches in skills of the residents of Chinatown and the needs of Boston-area employers. Therefore, the existence of the ACDC job fair is critical to the Chinatown community, as it forges connections between workers and businesses/trainers. However, modification to the fair may be warranted to better serve the needs of Chinatown community, and ACDC must continue the evaluation process in order to fully meet the economic needs of the Asian communities it serves.

¹ Field Projects is a class where Tufts University graduate students in the Department of Urban and Environmental Planning and Policy work with clients and assess a current planning or policy issue.

Chapter I: Introduction

"Built on a landfill created from tidal flats in the early 1800s to provide additional housing for Boston's expanding middle class population, Chinatown is home to Boston's largest Chinese community, in a unique mix of residences and family owned and operated businesses"². Boston's Chinatown is the third oldest Chinatown in America after San Francisco and New York and filled with different Asian cultures.

Due to its geographic area and size and increasing Asian population in Boston area, Chinatown has double the population density compared to the citywide average. Nevertheless, the population density is high in Chinatown, but household income in this community is low compared to other neighborhoods and below the citywide median income level.³ Thus, there are always needs of assistance in Chinatown community from agencies like ACDC to have projects like economic development and affordable housing.

1.1 ACDC Mission



"The Asian Community Development Corporation (ACDC) was established in May 1987 with the primary goal

of developing affordable housing for the community"⁴. ACDC mainly serves the

Asian population in the Greater Boston Area with special emphasis on Chinatown and its 5,100 residents, of which 91% are Asian⁵. Their main focus of work is "on preserving and revitalizing Boston's Chinatown."⁶

Over time, ACDC realized that just working on developing affordable housing did not satisfy the needs of Chinatown community. Thus, ACDC has expanded and is continuously increasing the area of assistance projects, such as organizing citizen advocacy meetings, small businesses loans, annual job fairs, and home ownership sessions, in order to empower the Chinatown community.⁷

1.2 ACDC Economic Development

Economic development projects are one of the important elements to achieve ACDC's primary goal. "Since 1996, ACDC has been active in economic development. ACDC co-sponsored Chinatown's first Economic Town Meeting, established the first Chinatown Small Business Loan Fund, participated in the Chinatown Healthy Boston Coalition activities, provided technical assistance to over 100 small businesses and was a leader in numerous community advocacy efforts"⁸.

As part their economic development work, for instance, ACDC has become one of the founding organizations of the Community Business

² Boston Redevelopment Authority. "Chinatown/Leather District"
<<http://www.cityofboston.gov/bra/Neighborhoods.asp?action=ViewHood&HoodID=5>>

³ Perkins, Gregory. "Population" and "Income". Chinatown Profile (Condensed version): Census 2000 Population, Housing, and Employment Data. Boston Redevelopment Authority. September 19, 2003.

⁴ Asian Community Development Corporation. "About ACDC: History and Accomplishments" <<http://www.asiancdc.org/about.html>>.

⁵ Asian Community Development Corporation. "APA Demographics: Target Population: Chinatown Neighborhood and Community"

<<http://www.asiancdc.org/demographics.html>>.

⁶ Asian Community Development Corporation. "Asian CDC Leads a Coalition of Chinatown Organizations and Residents to Campaign for the Return of Parcel 24!"

<<http://www.asiancdc.org/index.html>>.

⁷ Asian Community Development Corporation. "Asian CDC Leads a Coalition of Chinatown Organizations and Residents to Campaign for the Return of Parcel 24!"

<<http://www.asiancdc.org/index.html>>.

⁸ Asian Community Development Corporation. "About ACDC: History and Accomplishments" <<http://www.asiancdc.org/about.html>>.

Network (CBN)⁹. CBN is a collaboration of nine community development corporations supporting the creation and growth of small businesses in Boston's neighborhoods. Being a part of the CBN allows ACDC to provide hands-on technical assistance, access to financing, business development training, and linkages to new markets¹⁰

1.3 ACDC Job Fair

Furthermore, as part of its workforce development activities, ACDC organizes an annual job and job-training fair with partnership with the Chinatown Coalition since 1992. Annually, over 250 prospective employees and over 40 different employers from a range of industries looking to recruit for positions at all levels have attended this job fair in the past¹¹.

Participating companies, and positions advertised at this job fair, vary widely. For example, some industries represented at this job fairs were health care, manufacturing, hospitality, and retail, and the positions advertised were from entry- level, such as sales and



Courtesy of ACDC

⁹ Asian Community Development Corporation. "Community Business Network"

< <http://www.asiancdc.org/businesses.html> >.

¹⁰ Asian Community Development Corporation. "Community Business Network"

< <http://www.asiancdc.org/businesses.html> >.

¹¹ Asian Community Development Corporation. "Community Job & Job Training Fair"

< <http://www.asiancdc.org/jobs.html> >.

marketing, to advanced level, such as nursing.

1.4 Team-ED's Project: Purpose of Research

Since the job fair project is under the scope of Economic Development for ACDC, we took the name Team-Economic Development (Team-ED). Team-ED will assist ACDC in refining its annual job fair. Team-ED will seek to further develop the job fair in the following ways: 1) undertaking a needs assessment analysis by studying the demographics of Chinatown, comparing the economic conditions between Chinatown and the whole of Boston, and looking at Chinatown's businesses and training agencies; 2) beginning the evaluation of ACDC's job fair's effectiveness by analyzing past ACDC job fair survey responses, looking at other available Boston-area and Asian-focused job fairs and agencies; and 3) providing ACDC with the tools that it can use to help evaluate and improve its job fair, such as new survey instruments for ACDC to administer to companies and job seekers that participate in its annual job fair, Empowerment Zone tax credit and other recommendations that we came up with through our projects.

1.5 Methodology

Team-ED used different methods to gather information to assess how successful the ACDC job fair is to the community. Here we introduce the different processes we used to reach our analysis.

Collecting current demographic data for the Boston Chinatown area was a difficult task that was made easy when Team-ED located a report that was produced by the Boston Redevelopment Authority (BRA) in September of 2003.

The 2000 census data compiled by the BRA comes from two census tracts (702 and 704), which combined describe the area of Chinatown as accurately as possible. Some organizations dispute over the exact boundaries of the Chinatown area, but for purposes of Team-ED's project, we felt more current and reliable data was available through the BRA's profile. Team-ED then compared this data to the city of Boston as a whole in order to illustrate the current conditions of the area.

Looking at the current economic conditions and trends in employment, Team-ED collected data from the U.S. Bureau of Labor Statistics (BSL), the Massachusetts Division of Unemployment Assistance (DUA), the Massachusetts Division of Employment and Training (DET), and the BRA's Chinatown Profile. Given Chinatown's low level of educational attainment, Team-ED collected data about which employment industries were growing or shrinking that required a high school diploma or a small amount of on-the-job training, in order to realistically project which types of businesses Team-ED was to recommend ACDC bring to their job fair.

In order to get ACDC started in the evaluation process, Team-ED undertook an analysis of data collected at previous ACDC job fairs. We had two sources of information available to us in this task: (1) job-seeker registration forms from ACDC's most recent (2003) job fair, and (2) post-fair evaluation surveys collected from both job-seekers and employers at fairs in years 1999-2003 (excluding surveys collected in 2002, which could not be located by ACDC). This data was organized by Team-ED and a statistical analysis was undertaken using SPSS software. The results of this analysis are summarized in Chapter III, the full results being located in Appendix B.

To gain information on how the ACDC job fair compares to others, Team-ED researched online and by survey different Asian and other minority job fairs within the Greater Boston area and nationwide. Unfortunately, many of our surveys and phone calls have gone unanswered. We have provided in Chapter III our conclusions based on the results we did receive and have included our survey in Appendix D if the ACDC wishes to use it for future research.

Some of the tools that Team-ED is supplying to ACDC for future evaluations include newly designed surveys that will meet their current needs, and the needs foreseen by Team-ED. The surveys were designed to answer the evaluation questions:

- 1.) Is the job fair reaching the desired population?**
- 2.) What areas of improvement, if any, should ACDC focus on for future job fairs?**

The surveys were designed using considerations from: *The Survey Research Handbook*¹², by Pamela Alreck and Robert Settle; *The Design and Understanding of Survey Questions*, by William Belson; and *Surveys in Social Research*, by D.A. de Vaus. Most considerations for survey design were drawn from *The Survey Research Handbook*, which is also the most recent publication, but the other sources proved to be helpful in constructing purposeful surveys. Prior ACDC job fair surveys were also used to formulate pertinent questions and areas of inquiry.

After initial drafts of the surveys were created Associate Professor Fran Jacobs, Chair of The Urban and Environmental Policy and Planning

¹² Chapters 4 and 5 (pgs. 87-142) proved to be extremely helpful in designing appropriate questions and evaluation scales.

Department at Tufts University, advised on revisions of the surveys, and was used as a field-test for each survey. Professor Jacobs is a nationally known child and family policy evaluator, and her expertise in the area of survey design proved to be

extremely helpful. After revision, per the comments of Professor Jacobs, the surveys were re-evaluated for content and revised once again. The final versions of all of the ACDC surveys can be found in "Appendix C"

Chapter II: Boston Chinatown Neighborhood Profile

The Chinatown neighborhood in Boston is not unlike other Chinatown neighborhoods in major cities across the United States. The overall characteristics, including population breakdown, education level, and language skills are strikingly similar. The Asian American population in Boston's Chinatown makes up 69% of the total population¹³, whereas in New York the Asian American population makes up 66% of the total Chinatown district's population¹⁴. Similarly in San Francisco, 62% of the people in the Chinatown area have an Asian background¹⁵. And while Boston's Chinatown population is much smaller than New York's and San Francisco's, they share the same obstacles. The Asian Americans in these neighborhoods typically struggle more with speaking English, finding employment, and obtaining home ownership when compared with everyone else in their respective cities.

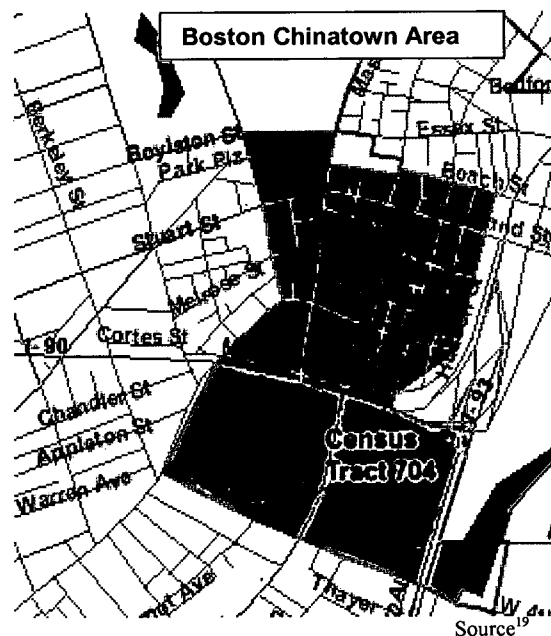
2.1 Chinatown Area and Demographics

The geographic area of Chinatown pictured below can be most accurately described by using data from U.S. Census Tracts 702 (dark green area) and 704 (light green area), which collectively covers the area of downtown Boston that is outlined by Essex Street to the north, Interstate 93 to the east, E. Berkeley Street

to the south, and by Tremont Street to the west.

General Demographics:

- ◆ In 2003, there were an estimated 48,253 people identified as Asian in the city of Boston, which made up approximately 8.1% of the total population¹⁶.
- ◆ Around ten percent of Boston Asian residents live in the Chinatown area.
- ◆ Of the estimated 6,093 residents in Chinatown, 69% are Asian, 8% are African American, 18.5% are White, and fewer than 5% are Latino¹⁷.
- ◆ From 1990 to 2000, the Asian population in Boston was the fastest growing racial group in the city, increasing by nearly 47%, while Boston grew by 2.6%¹⁸.



¹³ Perkins, Gregory. 2003. *Chinatown Profile (Condensed version): Census 2000 Population, Housing, and Employment Data*. Boston Redevelopment Authority.

¹⁴ Asian American Federation of New York. Neighborhood Profile: Manhattan's Chinatown. in Asian American Federation of New York [database online]. New York, NY, 2004. Available from

<http://www.aafny.org/cic/briefs/Chinatownbrief.pdf>.

¹⁵ Chinatown Economic Development Group. Chinatown @-A-Glance. in Chinatown Economic Development Group [database online]. San Francisco, CA, 2000 [cited March 2004]. Available from

<http://www.sfchinatown.com/resources/ata glance/index.html>.

¹⁶ This number derived by multiplying the Census Data from the year 2000 by the average estimated Massachusetts growth of 1.3% since that time. Asian population is defined as anyone who identified him/herself as being at least part-Asian.

¹⁷ Perkins, Gregory. *ibid*.

¹⁸ Institute for Asian American Studies. 2003. *Community Profiles: Asian Americans in Boston*. Edited by Michael Liu, Paul Watanabe. Boston, MA: University of Massachusetts, Boston.

¹⁹ Perkins, Gregory. 2003. *Chinatown Profile (Condensed version): Census 2000 Population, Housing, and Employment Data*. Boston Redevelopment Authority.

2.2 Businesses

Many of the businesses in Chinatown are in the food or retail industry. Restaurants, grocery stores, wholesale food stores, and retail shops make up well over half of all the businesses in Chinatown. In addition, Boston's only live adult entertainment venues reside in Chinatown, and this is because it is the only place in the entire city that has been zoned for such activity. Because the Chinatown area itself is extremely dense in nature, both in living quarters and in commercial and retail buildings, most businesses are small in size and have less than 10 employees. These small businesses are the foundation of the local economy, especially in cases where the owners and workers live inside the Chinatown neighborhood.

Because of the high number of restaurants and grocery stores in the neighborhood, the area tends to produce a larger than average volume of garbage, and the city's regularly scheduled garbage collection simply isn't enough to handle the load. In 1987, the Boston Redevelopment Authority conducted a survey of the 176 businesses located in Chinatown, and their results produced legitimate demands by the local businesses. Most businesses said they wished to see cleaner streets and sidewalks, increased parking and better traffic patterns, and a greater police presence in the neighborhood to help cut down on theft, drug dealing, and prostitution²⁰. If the Chinatown businesses collaborate and lobby for more services and support from the city, it will only increase the foot traffic and business in the neighborhood. The Chinatown Coalition, a co-sponsor of the Annual Job Fair with the ACDC, is the lead

organization for this collaborative effort and has done well to lobby on behalf of all the businesses in the area.

2.3 Education

When it comes to educational attainment, Boston's Chinatown neighborhood is well behind the rest of the city. Just like New York's Chinatown, 60% of their residents do not have high school diplomas. This is considerably different from the rest of Boston, where four out of five residents have a high school diploma.

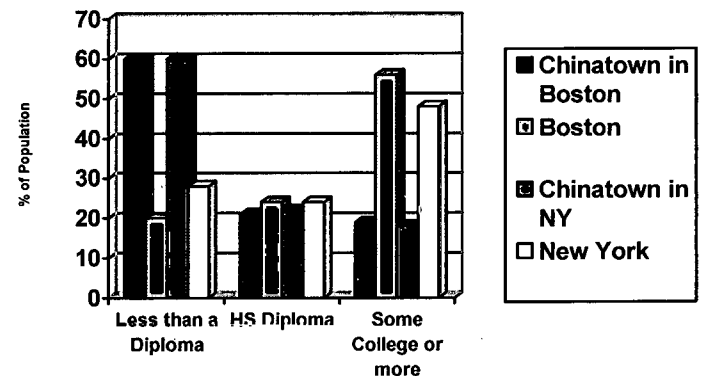


Figure 1: Education Level²¹

One could conclude from Figure 1 that Boston residents have attained, on average, a higher level of educational attainment than New York residents, which serves only to magnify the disparity between the educational attainment in Boston and in specific, Boston's Chinatown neighborhood. Under the assumption that educational attainment has a correlation to wages (the higher your educational attainment, the more likely you will earn more), one could conclude that Chinatown residents find it particularly difficult to compete with Boston residents in finding decent wages and building individual wealth.

²⁰ Oriola, Deborah A., and Perkins, Gregory. 1988. *Chinatown Business Survey*. Boston, MA: Boston Redevelopment Authority.

²¹ Data taken from Asian American Federation of New York's "Neighborhood Profile: Manhattan's Chinatown" and the Boston Redevelopment Authority's "Chinatown Profile". See Works Cited for more information on these reports.

2.4 Citizenship and Language Skills

Boston Chinatown residents struggle more with English than other Boston residents. This is mostly due to the fact that 56% of Chinatown residents were born outside of the U.S., as compared to 26% for the rest of Boston²².

Table 1: Place of Birth and Citizenship²³

Place of Birth	Citizenship	Chinatown	Boston
Born in U.S.		44%	74%
Foreign Born		56%	26%
	Naturalized Citizen	52%	37%
	Not a Citizen	48%	63%

When comparing the Asian immigrant population with that of other ethnic groups, one can see the importance they put on becoming a citizen of the U.S. Chinatown residents that are not residents tend to be actively seeking citizenship, which is no doubt the result of the efforts of organizations like the Boston Chinatown Neighborhood Center, the Chinese Progressive Association, and the Asian American Civic Association. Looking at the breakdown in citizenship, one can see how the efforts of these organizations are paying off. With citizenship, Asian Americans are affording themselves many opportunities that they do not otherwise have. The ability to immigrate other families members to the U.S., the right to vote and run for public office, and to be immune of deportation for a convicted crime are all excellent

incentives for obtaining citizenship, and it appears the Asian immigrants in Chinatown have demonstrated that they place a higher value on these benefits than Boston immigrants as a whole.

Being able to speak, write, read, and understand common words in the English language is necessary when applying for citizenship, but the real advantage of being able to speak and understand English is that it helps obtain better employment. In the 1988 BRA Chinatown Business Survey, 74% of Chinatown businesses said that they required some or all of their employees speak English. Children ages 5-17 in Chinatown speak English very well, but residents ages 18-64 in Chinatown continue to struggle²⁴.

Figures 2 and 3 illustrate several obvious conclusions about the Chinatown neighborhood. Aside from the fact that

Figures 2 & 3: Language Abilities – Ages 18-64²⁵

Figure 2: Chinatown Language Abilities

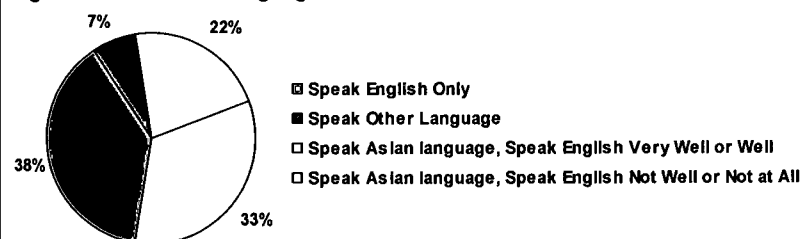


Figure 3: Boston Language Abilities



²² Perkins, Gregory. 2003. *Chinatown Profile (Condensed version): Census 2000 Population, Housing, and Employment Data*. Boston Redevelopment Authority.

²³ Ibid.

²⁴ Oriola, Deborah A., and Perkins, Gregory. 1988. *Chinatown Business Survey*. Boston, MA: Boston Redevelopment Authority.

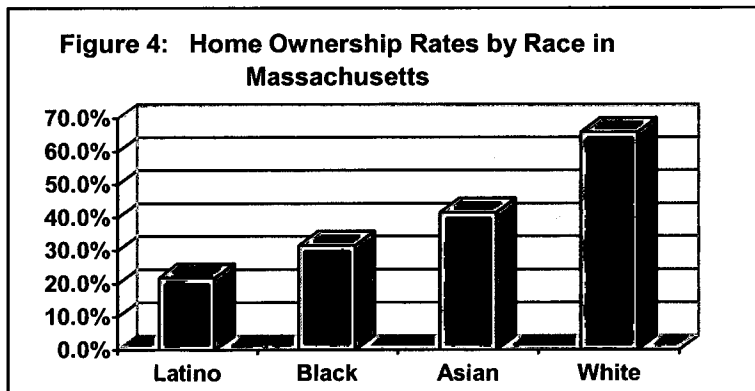
²⁵ Perkins, Gregory. 2003. *Chinatown Profile (Condensed version): Census 2000 Population, Housing, and Employment Data*. Boston Redevelopment Authority.

Chinatown residents primarily speak an Asian language and do not speak English as well as Boston residents, there is an important distinction here that can be made about the Asian residents in Chinatown versus the Asian residents in Boston as a whole.

67% of Boston Asian residents speak and understand English well or very well, compared to only 40% of Chinatown Asian residents. It's no surprise that the Asian community in Chinatown has a higher need for English as a Second Language courses and other workplace language skill courses. Fortunately, there are several organizations in the area that provide these services to anyone that needs them, and in many cases at no cost.

2.5 Housing and Home Ownership

For many residents, their primary financial goal is to achieve home ownership. Until they can attain a home, Chinatown residents will often find themselves living in tight quarters.



Chinatown has 44 residents per square acre, easily doubling the Boston average of 19.6 residents per acre. Of all the available housing units in the Chinatown neighborhood, only 2% are owner occupied. This pales in comparison to Boston's 32% owner occupancy rate. At the same time, the rental unit vacancy rate in Chinatown hovers around 2%, while

the Boston Metropolitan area maintains a 5.9% rate²⁶.

In Massachusetts, nearly 42% of Asian Americans are home owners. The remaining residents continue to find ways to make ends meet and pay their rent, even though an estimated 30% of Asian residents in Boston are living in poverty. While the outlook for home ownership among Asians in Massachusetts looks good, the number is much lower for Boston, where only 21% of Asian homes are owner occupied²⁷.

The value of real estate in Chinatown is simply too high for most residents to afford, and as a result, first time home buyers look outside of Chinatown. This is a major cause of concern for Chinatown, because it represents a loss of capital to the region - regardless of where they might be employed. In 1988 it was found that only 20% of the workers in Chinatown actually live in the area²⁸. Hence, the Chinatown community, with help from the ACDC,

should continue to create affordable housing within the boundaries of the neighborhood. A major part of Chinatown's economic base is grounded in their ability to use their cultural appeal to draw in consumers and tourists. Chinatown receives a lot of foot traffic, and since many of its businesses are

restaurants and retail shops, the local economy is able to capture a significant amount of outside capital. So if

²⁶ U.S. Census Bureau, 2003.

<http://www.census.gov/hhes/www/housing/hvs/annual03/ann03t5.html>

²⁷ Perkins, Gregory. 2003. *Chinatown Profile (Condensed version): Census 2000 Population, Housing, and Employment Data*. Boston Redevelopment Authority.

²⁸ Oriola, Deborah A., and Perkins, Gregory. 1988. *Chinatown Business Survey*. Boston, MA: Boston Redevelopment Authority.

Chinatown continues to lose Asian immigrants and residents due to gentrification, then their culture will become more difficult to maintain, and the local economy will suffer.

Why are Chinatown residents in particular so concerned with citizenship and home ownership? What is it about their culture and background that makes them work as hard as they do to achieve these goals? For one, many have come from Communist ruled countries; where the desire to own and capitalize on one's assets is significantly lower than in a capitalistic society such as the United States. The Protestant ethic, often touted as a major contributor to the formation of Western capitalistic society, has a much lower presence in Eastern countries. So when Asian immigrants arrive in the U.S., it's as if they are "freed from the self-imposed suppression influenced by generations of religious practices"²⁹. Asian immigrants, like other immigrants, came to this country with the determination and aptitude for building a better life for themselves, and they understand the work that is necessary to achieve these goals.

2.6 Workforce and Employment Availability

The Chinatown workforce is mostly comprised of low-skilled Asian immigrants. Only two-thirds of the workforce is proficient in English, and well over a third are living in poverty. In 2000, the unemployment rate in Chinatown was 11%, and in Boston it was 7%. Assuming the ratio has not changed dramatically, the current Chinatown unemployment rate is projected to be just

over 8%³⁰. Of the Chinatown residents that do have employment, most are making well under a livable wage. The median household income for Chinatown residents in 2000 was \$14,829. In Boston, that number was nearly \$40,000³¹.

Clearly, the Chinatown neighborhood is in need of providing better paying jobs for its residents. But the demands stretch beyond higher wages. In 1988, only 42% of all Chinatown businesses offered health insurance to their employees. This is largely due to the fact that restaurants, health care providers, and retail shops more often hire part-time employees rather than full-time.

So where do these higher paying, full time jobs exist? In Boston between 2002 and 2003, there was a downward trend in jobs in the manufacturing, construction, information, and government sectors, while increases were reported in the hospitality, education, health care, and banking industries³².



Courtesy of ACDC

³⁰ As of January 2004, the unemployment rate in Boston was 5.2%.

(Source: http://www.bls.gov/eag/eag.ma_boston.htm)

³¹ Perkins, Gregory. 2003. *Chinatown Profile (Condensed version): Census 2000 Population, Housing, and Employment Data*. Boston Redevelopment Authority.

³² Massachusetts Division of Unemployment Assistance. 2003. *Regional Labor Market Information Profile: Boston*. Boston, MA: Massachusetts Division of Unemployment Assistance.

²⁹ Astorga, Henry. Asian Work Ethic - Fact or Fluff? in The Asia Pacific Management Forum [electronic magazine]. San Francisco, CA, 2001 [cited March 2004]. Available from <http://www.apmforum.com/columns/eaststrategy1.htm>.

The Massachusetts Division of Unemployment Assistance believes there will be significant job growth in the education, high technology, social services, and health and personal care sectors.

Decreases in the production sector, particularly in textiles, metal and plastic goods, and food processing, will only hurt the chances for employees to obtain full-time, well-paying jobs.

Since over two-thirds of residents in Chinatown walk or take public transportation to work, the downward trend in these employment sectors will not necessarily impact the workforce of the neighborhood, since most manufacturing facilities are located outside of the Chinatown and downtown areas.

However, the downtown area and Chinatown will both provide numerous opportunities for the emerging job markets, such as personal and health care services. Medical, dental and pharmaceutical assistants will be in higher demand over the next five years and beyond, and assuming these jobs will come with higher wages and benefits, the Chinatown workforce should be encouraged to take advantage of these growing job markets.

Table 2: Estimated Employment Trends for workers without post secondary education in Massachusetts*, 2000 – 2010³³



Positive Job Growth

Occupational Title	Rate
Automotive Service Technicians and Mechanics	12%
Child Care Workers	28%
Dental Assistants	31%
Home Health Aides	42%
Interpreters and Translators	15%
Manicurists and Pedicurists	26%
Medical Assistants	49%
Occupational or Physical Therapist Aides	37%
Painters, Construction and Maintenance	17%
Personal and Home Care Aides	45%
Security Guards	16%
Social and Human Service Assistants	45%
Teacher Assistants	18%



Negative Job Growth

Occupational Title	Rate
Assemblers and Fabricators	-9%
Bank Tellers	-12%
Computer Operators	-24%
Dishwashers	-16%
Inspectors, Testers, Sorters, Samplers, and Weighers	-16%
Machine Feeders and Offbearers	-22%
Metal Workers and Plastic Workers	-8%
Order Clerks	-17%
Sewing Machine Operators	-21%
Switchboard Operators, Including Answering Service	-23%
Telephone Operators	-45%
Transportation Service Station Attendants	-14%
Word Processors and Typists	-25%

*Overall Massachusetts Job growth from 2000 – 2010 is estimated to be 9%.

³³ Massachusetts Division of Unemployment Assistance. 2003. *Commonwealth of Massachusetts: Employment Projections 2000-2010*. 3rd Quarter ed. Boston, MA: Massachusetts Division of Unemployment Assistance.

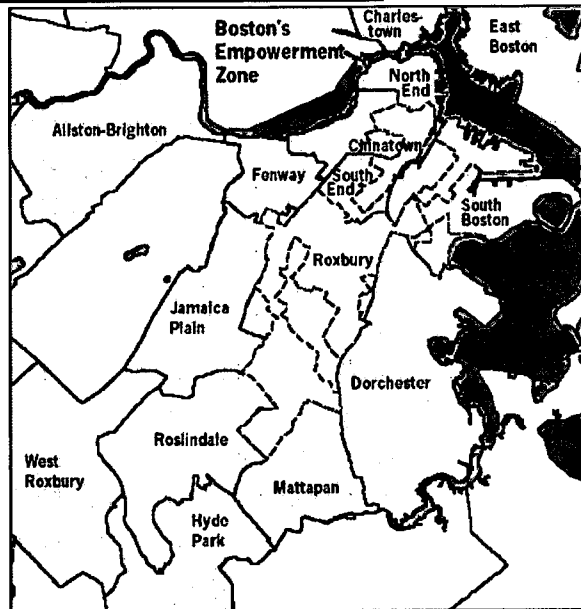
2.7 Empowerment Zone

The Empowerment Zone (EZ) is a program initiated by the U.S. Department of Housing and Urban Development to add incentives in poor economic neighborhoods of inner cities. Boston was awarded an Empowerment Zone in 1999, which carries a \$10 million dollar award every year for 10 years to use towards job training programs, capital improvement programs and job creation.³⁴

The goal of the EZ is to generate economic self-sufficiency for individuals, families, and communities through job creation and human development. The Zone includes 57,640 residents (1990 Census), covers 5.8 square miles and extends over sections of downtown, Chinatown, Dorchester, Jamaica Plain, Mission Hill, Roxbury, the Seaport District, South Boston, and the South End.³⁵

Chinatown businesses can gain many tax credits by hiring those who live in the Empowerment Zone. The easiest way is hiring adults, youths (18-24), and summer youths (16-18) that live in the Empowerment Zone. For example, "if a business owes \$50,000 in federal taxes and has 17 employees that qualify for the full \$3,000 EZ employment credit, the business would owe no taxes and would have \$1,000 credit to carry forward or back".³⁶ This credit can be used for new-hires and current employees; and for full-time and part-time employees. Unfortunately, this tax credit cannot be used for owners or relatives of owners.

However, the Empowerment Zone tax credits are a key incentive for businesses in Chinatown and in the surrounding neighborhoods to hire local job seekers.



Courtesy of Boston Connects, Inc

The ACDC should promote the tax benefits during the small business training sessions as well as promote the information sessions that the City of Boston does on the Empowerment Zone. When we contacted Boston Connects, which promotes and runs programs for the Boston EZ, they were trying to get someone from the ACDC to come to the meeting and have more Chinatown businesses come and learn about the benefits. This indicated that perhaps ACDC, as well as Chinatown businesses and organizations, were not as well informed as they could be about this potential economic development tool. (We were unable to receive the statistics on how many Chinatown businesses currently take advantage of the EZ tax benefits, since it is between the businesses and the Internal Revenue Service.)

Lastly, Boston Connects uses its grants for capital investment and job creation throughout the zone. Boston Connects' projects reuse old lots or vacant buildings and rehabilitate them into new opportunities in the community by providing new jobs and neighborhood pride. Examples of successful projects in Boston EZ include the LaBouré Center in

³⁴ <http://www.bostonez.org>

³⁵ <http://www.bostonez.org>

³⁶ EZ Tax Incentives Worksheet, see Appendix E

South Boston, Grove Hall Mecca in
Roxbury, and the future Crosstown Center
in Crosstown. ACDC should work with
Boston Connects and local businesses to

see how Chinatown can use Boston
Connect grant money for the benefit of the
neighborhood.

Chapter III: Evaluating the ACDC Job Fair

In order to help ACDC improve and further develop their job fair, Team-ED has created tools for ACDC to start them on the evaluation process. Due to time, money and language constraints, a full-scale evaluation was not a feasible project for Team-ED to undertake. Instead, Team-ED has taken several of the first steps for ACDC to set up a system where they can continually evaluate their job fair themselves. The purpose of this evaluation should be to gather data that will indicate possible areas of improvement for the job fair. To define the scope of the evaluation, the questions that this evaluation should seek to answer are:

- 1. Is the job fair reaching the desired population?**
- 2. What areas of improvement, if any, should ACDC focus on for future job fairs?**

To help answer these questions Team-ED has done some of the preliminary work to set up a relevant evaluation process. To answer these questions several definitions must be established. ACDC must decide what their desired population is. ACDC has indicated to Team-ED that they do not feel that the job fair is reaching Asian populations outside of the immediate Chinatown vicinity. The evaluation can help to indicate whether this is true, but ACDC must decide if they do indeed want to reach other Asian populations. Also, ACDC has to decide what age and skill/education level they want their job fair to focus on. The economic statistics indicate that the Chinatown inhabitants tend to be less educated than the rest of Boston. Whether this means ACDC wants to focus their job fair on a less

educated market is a decision they must make, but the evaluation will help them further define the population to help them make an informed decision.

To aid in answering these evaluation questions, Team-ED has already conducted some of the preliminary research. As submitted in the following pages, Team-ED has: conducted research on job fairs as an economic tool; compiled and analyzed data from prior ACDC job fairs; researched other job fairs throughout Boston and the United States; surveyed job training agencies; surveyed other Asian groups in the Boston area; developed new surveys designed to help evaluate their job fair and to collect data about the business environment in Chinatown. Though this research by no means represents an evaluation of the ACDC job fair, they are good tools for ACDC to use in continually evaluating themselves in the future.

3.1 The Job Fair as an Economic Tool

Now that we have discussed ACDC's mission and the needs of the Chinatown community, we can turn our attentions to the specific economic tool utilized by ACDC that we have been contracted to examine—the job/job-training fair. Before we look specifically at the details of ACDC's fair, however, we must answer the more general question: What is a job/job-training fair supposed to accomplish? The goals of community economic development are many and varied—ranging from the encouragement of individual asset accumulation to the attraction of exporting industries to the community. What particular economic development goals does a job/job-training fair serve to further?

First, a job fair with a job-training component, such as the ACDC fair, serves to improve the skill-level of the

community's potential labor force.³⁷ In order for a community to thrive economically, its labor supply must possess the skills demanded by local employers. Where a gap exists between the skill-level of the community and the skill-level demanded by employers, job training centers play an integral role in preparing the workforce for successful employment by offering training in the language, computer, basic job-readiness, and industry-specific skills required by employers, as well as removing barriers to employment by offering training in resume-writing and interviewing.³⁸ A job/job-training fair, such as that offered by ACDC, that puts these job trainers in touch with under-skilled community members, certainly furthers the development of the labor force into a productive asset for the community.

The second, and perhaps most obvious, economic development goal furthered by a job fair is to increase the income of community residents.³⁹ A job fair is organized in order to link unemployed, or underemployed, community members with employment



³⁷ Peg Barringer, "Introduction to Community Economic Development," 2003.

³⁸ Peg Barringer, "Improving Economic Well Being of Residents: A Typology of Strategies," 2003.

³⁹ Peg Barringer, "Introduction to Community Economic Development," 2003.

opportunities. With employment, of course, comes income. Increased income will allow community members to provide for their current needs, as well as allowing for the accumulation of assets in order to ensure future security.

The effects of the injection of income into a community are either amplified or minimized by the existence of a multiplier effect, or, in turn, by the phenomenon of capital leakage.⁴⁰

The multiplier effect exists when money is turned over numerous times within a community. For example, when one resident gets a new job with increased income, he spends some of this new income at the local dry cleaner. The dry cleaner then has increased income to spend at the local grocer. Meanwhile, both the dry cleaner and the grocer have more money available to pay their employees, who can, in turn, spend more at the local hardware and clothing stores. When money is turned over time and time again in one community, the effects of an income injection are amplified and a new job for one person can produce benefits for the community as a whole.

This multiplier effect is cut short, however, when capital leakage exists. Capital leakage occurs when money is spent outside of the home community. If, in the previous example, the resident with the new job had spent his increased income at an out-of-town dry cleaner, the grocer, the hardware store, the clothing store, and each of their employees would not have benefited from the resident's new employment. Capital leakage minimizes the effects of an income injection on the community.

It is impossible for us, within the scope of this work, to estimate with any precision the comparative strengths of a multiplier effect or capital leakage within the Chinatown community. One can assume, however, based upon the fact that

⁴⁰ Peg Barringer, UEP 271 lecture, Tufts University, 9/8/2003.

Chinatown is a relatively close-knit, culturally-isolated community, that its multiplier effect is stronger than in a neighborhood of comparable size. Therefore, an income increase through the employment of a relatively few Chinatown residents can be assumed to have a fairly strong effect on the well-being of the community as a whole (though the capital leakage produced when Chinatown's workers cannot afford to live in the community does minimize these effects).

This discussion has so far assumed that job fair attendees will come out of the fair with a new well- (or at least better-) paying job. Of course, not all attendees will find a job at the fair. Probably, most will not. What then, can one expect to get out of a job fair? New York Labor Commissioner Linda Angello states that a job fair "will help job seekers maximize job searches in a minimal amount of time."⁴¹ Nick Candiotta of the Toronto Sun says, "The job fair combines two crucial steps in the job hunt—identifying opportunities and establishing contacts".⁴² Boston Globe correspondent John Mello sums up, "Bottom line: Don't expect to walk away with a job offer."⁴³ Diane Danielson, author of *Table Talk: The Savvy Girl's Alternative to Networking* concurs, stating, "Your goal at a job fair is not to come home with a job but with some new information and ideas, a contact name or two, and, in the best case, the possibility of an interview."⁴⁴

Perhaps, therefore, the economic benefits of a job fair cannot be easily measured by adding up the increased

income of those that found employment at the fair, though that is certainly one important measure of job fair success. One must also consider the hundreds of contacts being made at a typical fair, and what opportunities these contacts lead to down the line. One has to think about all of the information that was gathered at the fair—the available opportunities that job seekers previously did not know existed. Finally, one should never discount the benefit of simply having the experience of meeting and speaking with potential employers—this practice is invaluable to the job search process. Particularly for the ACDC job fair, one should not minimize the connection made between Boston's employers and the Asian workforce, and the potential sense of community empowerment garnered through the job fair experience. Clearly, the potential benefits of the ACDC job fair are as many and as varied as the goals of economic development itself.

3.2 Other Job Fairs

There are many job fairs around the Boston area since it is a city filled with young job seekers with high level of skills and education right out of universities. We surveyed fair providers around the Boston area to learn about participating employers (e.g. industries and functions offered at job fairs, skills employers look for, resumes collected at the fair), job seekers (e.g. work experiences, education and skill level, and race) and their job fair structure itself (e.g. advertisement methods, major structure change from the feed back).

We conducted phone interviews and sent surveys (see Appendix D) to job fair providers around Boston. Unfortunately, we could only receive responses from two organizations that provide many job fairs around Boston. We could not see the general picture of

⁴¹ State of New York website, http://www.state.ny.us/governor/press/year02/july30_1_02.htm, retrieved February 28, 2004.

⁴² Nick Candiotta, "Fairing Well in the Job Search," Toronto Sun, pp N3, September 17, 2003.

⁴³ John Mello, "Maximizing Opportunity at Job Fairs in a Competitive Marketplace," Boston Globe, G1, October 12, 2003.

⁴⁴ John Mello, "Maximizing Opportunity at Job Fairs in a Competitive Marketplace," Boston Globe, G1, October 12, 2003.

job fair around Boston since we only received two responses from organizations. However, the findings from these phone interviews suggest some tools that ACDC can use, and also indicates how ACDC's job fair is important for Chinatown community, which has a unique character and needs.

Many of these general job fairs in Boston target young people with a high education level and skills. For instance, a representative from Jobfind.com, an organization that host many job fairs around Boston, mentioned that they target young job seekers (1 to 3 years of working experience) who at least have an associate degree with basic computer skills⁴⁵. Also, another organization that provides job fairs around Boston, Urban League, mentioned that at least half of job seekers at their job fairs usually have a degree and other half do not have any degrees⁴⁶.

Compared to Jobfind.com, Urban League's job seekers vary widely in terms of their age, and job fair needs⁴⁷. Both job fair providers mentioned that job seekers speak English as their first language at their job fairs. This shows the importance of ACDC's job fair, which in contrast to the other job fairs, provides language assistance.

Furthermore, both Jobfind.com and Urban League usually invite at least 30 to 70 companies to attend in their job fairs. Year after year, recruiting employers come back to their job fairs with high rate (50-70%) which indicates that their job fairs are beneficial for employers. In addition, the number of job seekers at these job fairs varies from 300 to 3500, and the average job seekers submitted at least 44 or more resumes to companies. Obviously, we cannot make a

direct connection between the number of resume submitted at job fairs and success/failure of job fair. However, this information helps job fair providers to understand whether job seekers are satisfied with the amount and choice of companies at job fairs.

Moreover, advertisement methods that Jobfind.com uses are flyers, internet (webpage), radio/TV commercial, direct mails to companies, news paper ads and billboard⁴⁸. The Urban League hires a company that specializes in coordinating events to run their job fair. By hiring the large event coordinating company, the Urban League is able to bring a variety of employers to the job fairs since this company has established connections to many employers through their past events. The advertisement method this company uses is similar to Jobfind.com⁴⁹. These advertisement methods suggest that these job fair providers spent money and time to make the job fair successful.

Also, both representatives from Jobfind.com and Urban League stated that they would like to attract both job seekers and companies from as general populations as possible. Therefore, they do not work with any specific community like ACDC. One of the reasons why these other job fair providers have extensive advertisement methods is to reach out all job seekers and employers as much as possible. However, racially, Urban League's job fairs tend to attract more African Americans and other minority populations such as Asians and Latinos even though they do not attempt to target these populations for their job fairs⁵⁰.

We received a survey response from the Greater Dallas Asian American Chamber of Commerce (GDAACC),

⁴⁵ Representative from Jobfind.com., interview by Yukiko Yamaguchi, 8 March 2004.

⁴⁶ Representative from Urban League, interview by Yukiko Yamaguchi, 8 April 2004.

⁴⁷ Representative from Urban League, interview by Yukiko Yamaguchi, 8 April 2004.

⁴⁸ Representative from Jobfind.com., interview by Yukiko Yamaguchi, 8 March 2004.

⁴⁹ Representative from Urban League, interview by Yukiko Yamaguchi, 8 April 2004.

⁵⁰ Representative from Urban League, interview by Yukiko Yamaguchi, 8 April 2004.

which also provides a job fair to Asian Americans. Similar to what we found with local Boston job fairs, the GDAACC also looks for job seekers with high school, bachelor and graduate degrees. The most popular job categories that participate in their fair are Health Care, Finance and Computer/Technology companies, and most of the positions were for sales and managerial positions⁵¹. The GDAACC also uses the internet to collect resumes early and also to inform job seekers what job openings the companies have⁵². This was the common finding with other internet research found about Asian and other minority job fairs.

These interview results indicated the importance of ACDC's job fair since it targets people with little education, technical job skills and poor English skills who are not considered by general job fairs in the Boston area. In addition, these interviews also help us understand different advertisement methods that other job fairs use, and ACDC's job fair lacks. One way to improve ACDC's job fair, may be by increasing advertisement, since it is one of the lower ratings that they receive from results of previous ACDC Job Fair surveys (see Appendix B).

3.3 Prior ACDC Job Fair Data

We can now turn our attentions specifically to the ACDC job/job-training fair and to data collected at previous ACDC fairs. Though the data available to us is limited, it can certainly serve as a jumping-off point for ACDC to begin to understand whom their job fair is serving and how effectively it is serving them. We have two sources of data available to us as we begin this task: job fair attendee registrations forms and post-fair evaluation forms. Though the most

important findings of survey analysis are highlighted in this section, the full results can be found in Appendix B.

Registration

We shall first examine the attendee registration forms, which provide us with good background information regarding the 302 job seekers who attended the most recent (2003) ACDC job/job-training fair. Through analysis of the registration forms, we are able to draw ourselves a basic sketch of where the typical job fair attendee is coming from—geographically, culturally, educationally, and experientially—as well as discover what has brought the person to the fair.

Almost half (45%) of the job seekers who attended the 2003 ACDC job fair were residents of the city of Boston (most often Chinatown), with another quarter of attendees coming from Quincy. The remaining attendees were residents of a number of Boston's surrounding cities.

Just over half of the job seekers (52%) provided email addresses, while just under half (48%) did not. This may be our first clue as to the computer proficiency of ACDC's constituency. Lacking computer skills and/or internet access can severely impede the job search process. The fact that close to half of the workforce served by ACDC presumably lacks computer skills and/or access points to perhaps the necessity of alternative job search methods, such as job fairs, to locate and make contact with potential employers, and may also point to the need for further computer access and training as a workforce development tool.

Eighty-nine percent of ACDC's job seekers speak English, at least to some extent, though qualitative analysis of the surveys certainly reveals some problems with spelling/grammar. The vast majority of job fair attendees are of Chinese descent, with over three-quarters (77%) of

⁵¹ Irma Kusuma, Survey Response from Greater Dallas Asian American Chamber of Commerce, February 2004.

⁵² Irma Kusuma, Survey Response from Greater Dallas Asian American Chamber of Commerce, February 2004.

participants speaking Cantonese and/or Mandarin (usually both). Approximately 13% of job seekers speak a language other than English, Mandarin, and Cantonese, and also do *not* speak Cantonese. Though job seekers are not asked to specify their national origins, this 13% figure can serve as a very rough estimate of the percentage of non-Chinese participating in the job fair. This estimate illustrates the limited extent to which the ACDC job fair reaches beyond the Chinese population, into non-Chinese Asian communities.

As for the formal education level of ACDC job fair participants, half have completed high school and no more. Another 10% have earned an Associate's degree. Bachelor's degree recipients represent 22% of attendees, while another 10% have earned a Master's degree or Doctorate. Attendees were not given an option on the registration form for having completed less than a high school education, and, as many of the 9% of attendees who did not answer the "level of education" question skipped *only* this question, one may assume that a good

portion of the missing responses were, in fact, from those participants who have not completed a full high school education. This assumption would also be consistent with the demographics of Chinatown as a whole. In any case, we can estimate that approximately two-thirds of ACDC job fair participants have less than a college-level education, and approximately one-third have earned a Bachelor's degree or beyond.

In terms of work experience, the mean levels of experience were as follows: 7 years in the U.S., 3 years elsewhere, for 10 years of total work experience. Experience levels did vary considerably, though the most common response was only 1 year of total work experience. Therefore, entry-level jobs are clearly a priority for ACDC's constituency.

Though we do not know what industries this experience of ACDC job seekers has been in, they were asked what industry(s) they were *interested* in working in. Though 40% of those surveyed did not answer this question, of those that did respond, 24% chose the financial industry—the most popular response. Other popular industries (approximately 12% each) were manufacturing, health care, and computers/science/engineering.

As for what positions job seekers wanted to fill in these industries, the most popular function by far was administrative/clerical, holding 46% of respondents' interest. Other positions that garnered double-digit interest were technical/IT worker, cook, health care worker, and manual laborer. Again, however, a good portion (33%) of those surveyed did not answer this question, indicating that a large number of job fair attendees are unsure of what they want to do for a living, and, perhaps, are unsure of what options are available to them.



Courtesy of Boston Phoenix

The final bit of practical information we can elicit from the job fair registration forms is how attendees heard about the fair. Eleven percent of respondents saw the fair advertised in the *Sampan* newspaper, and another 10% saw the advertisement in the *World Journal*. Flyers also accounted for 11% of turnout. Email may be an underutilized advertisement technique, as it only accounted for 6% of turnout. As ACDC has now collected email addresses for half of attendees, perhaps this is a publicity avenue that can be explored in the future. The most effective communication technique appears to be word-of-mouth, however, as 31% of attendees heard about the ACDC job fair from a friend or family member. Also, 28% of attendees indicated an "other" source of job fair information altogether. A number of these respondents wrote in that they heard about the fair from a teacher or job skills trainer, and, certainly, these "other" forms of communication should be explored further by ACDC.

Evaluation

Now that we know some background of the job fair participants, we can turn our attention to their evaluations of the fair. The ACDC job fair exit surveys solicited feedback from both job seekers and employers/trainers in years 1999-2003 regarding their experiences of these fairs. Due to some problems with the surveys administered by ACDC, however, it is very difficult to elicit a good amount of meaningful data from these evaluations.

First of all, there is simply not enough data to work with. It appears that exit surveys were only completed by perhaps one-third to one-half of job fair participants. For example, in 2003, though we know that 302 job seekers and 30-40 companies attended the fair, we

only have 87 job seeker evaluations and 19 company evaluations. It is difficult to establish any sort of statistical significance working with data sets so small. Also, due at least in part to poor survey design, evaluations are submitted incompletely, and the year 2002 evaluations are altogether missing from ACDC's offices. Patterns are difficult to establish as some new questions are added to the surveys each year, and, most grievously, demographic data collected on the registration forms are not collected on the exit surveys. Therefore, we do not know *who* is rating the job fair in a certain way. It is impossible for us to determine whether people with differing education levels, work experiences, or job goals—or employers of different types—are having different (i.e. better or worse) experiences of the fair.

In addition to not having all of the information that we would like available to us, we also have some concerns as to the reliability of the data that we do have. The 3-point rating scale (very good, satisfactory, unsatisfactory) utilized by ACDC is, at the very least, incomplete (a 5-point scale would be more appropriate), and, at most, unbalanced (we see 2 positive ratings but only 1 negative option). This scale raises concerns of data perhaps being illegitimately weighed toward the positive side. We also have a basic concern regarding the simple honesty of responses provided in the evaluations. For example, though 100% of employers/trainers (who answered the question) said they would participate in future ACDC job fairs, according to ACDC job fair organizer Betty Yau, the fair only receives 5-10 (out of 30-40) repeat employers each year.⁵³ Are respondents giving honest feedback or simply telling ACDC what they think they want to hear?

⁵³ Betty Yau, personal interview, 2/10/2004

Due to these concerns regarding the insufficiency/unreliability of ACDC's past evaluations, we have created new exit surveys for ACDC to administer at their future job fairs. These surveys can be found in Appendix C, and we hope that they allow ACDC to gather more meaningful feedback regarding their fairs and continue the self-evaluation and improvement process over the years. To get ACDC started on the evaluation process, however, we have been able to pull some helpful data out of the prior years' evaluations, and summarize it here⁵⁴.

The first point that is immediately noticeable through analysis of the evaluation data is that reviews of the fair—from job seekers and employers—are overwhelmingly positive. Job seekers are generally asked to rate the "location of the event," "time/day of the event," "publicity for the event," the "assistance of event staff," and the "choice of employers/job-trainers". Employers are asked to rate the "location of the event," "the space/table arrangement," "the assistance of event staff," "the turnout of participants," and the "qualifications (skills/experience) of participants." All of the ratings from potential employees and employers average out to be either "very good" or "satisfactory" (usually "very good"), and there are very few "unsatisfactory" ratings given. Almost all participants (96%) say they would participate in a future ACDC job fair. Again, there is some question as to the legitimacy of all of these positive ratings, but even if we were to discount their reliability somewhat, we think that it is safe to say that the vast majority of job fair participants would count their fair attendance as a positive experience.

It is worth noting, however, that there may exist a mismatch of employee skills and employer requirements at the

fair. Job seekers gave the worst ratings to "choice of employers" (often noting "More companies!", or a variation thereof, in the comment section), and employers gave the worst ratings to "qualifications of participants." Again, ratings were not necessarily *bad* in these categories; however they averaged out to be "satisfactory" as opposed to the "very good" ratings given in most categories. In the couple of years that workers were asked if they had experience in a given industry sector (manufacturing, construction, child care, or import/export), no correlation was found between this experience and ratings of "employer choice"—all sectors rated the employer selection equally "satisfactorily." It may be worth noting, however, that though we lacked a sufficient number of cases in most years to determine if a significant correlation exists between whether a company was a potential *employer* or a *job trainer* and its ratings of attendee qualifications, in 2001 a fairly strong correlation *was found* ($\lambda = .333$) to the .019 significance level (i.e. job trainers were more satisfied with the skills/experience of participants than were employers). Again, this is not enough data to draw an absolute conclusion from. However, a potential mismatch in the skill level of job seekers and the jobs offered by employers at the fair may be an issue that ACDC wants to investigate in the future.

The other category that job seekers tended to give lower ratings to (again, tending toward "satisfactory" rather than "very good") was "publicity for the event." Based on the data gathered on the registration forms regarding how participants heard about the job fair, ACDC may want to rethink their methods of communication with the Asian community.

Another potential issue worthy of further investigation by ACDC is the

⁵⁴ Full results are available in Appendix B.

overall lower ratings (“satisfactory,” not “very good”) of the fair given by those attendees who filled out evaluation forms written in Chinese rather than English. Whether or not these lower ratings are a cultural phenomenon, based upon survey design, or are a real indication that those who are more comfortable communicating in Chinese rather than English had a worse experience of the fair has yet to be determined, but it may be worthwhile for ACDC to investigate further whether or not enough of the jobs offered at the fair are appropriate for non-English speakers or whether additional interpreter assistance is perhaps necessary at the fair. It is worth noting that there was *no* significant difference in the number of applications picked up or submitted by Chinese- or English-speaking applicants.

This brings us to the final point of interest available in the evaluation data—the number of resumes/applications submitted by job seekers and collected by employers/trainers. The mean number of application/promotional materials distributed by employers/trainers at the fair was 57, while they collected an average of 20 resumes/applications each. The average job seeker submitted 2 resumes/applications at the fair, and collected another 3 applications for future submission. Though these figures of “applications submitted” and “collected” are not the sole measures of job fair success, they can be used as one important indicator of the success or failure of the ACDC job fair when taken in comparison to the same figures gathered at other job fairs. ACDC can utilize this data, along with new data gathered using our improved surveys, in its continual process of self-evaluation and job fair improvement.

3.4 Job Fair Survey Design

A major component to developing a more effective job fair will be for ACDC to collect relevant data from the attendees of the fair. For the purpose of evaluation it will be helpful to collect data from both the workers and the businesses that attend the fair. The best means to collect this data is through the implementation of questionnaires. As seen in Table 2, compared to personal and telephone interviews, mailed surveys are relatively effective when one takes cost into account. The major drawbacks to mailed surveys are: relatively little data can be collected, and there is often a very high non-response rate. ACDC’s implementation of the survey will primarily be by directly handing the survey out at their job fair. Therefore, one could expect that the non-response bias will be greatly reduced. Also, since relatively little data will need to be collected from the respondents, the issue of low levels of data response per a respondent that has happened in the past should not prove to be a problem in the future. In total, three surveys have been created for ACDC. The following section will briefly outline each survey and will discuss implementation techniques.



TABLE 2⁵⁵	<i>Personal</i>	<i>Telephone</i>	<i>Mail</i>
Data collection costs	High	Medium	Low
Data collection time required	Medium	Low	High
Sample size for given budget	Small	Medium	Large
Data quantity per respondent	High	Medium	Low
Reaches widely dispersed sample	No	Maybe	Yes
Reaches special locations	Yes	Maybe	No
Interaction with respondents	Yes	Yes	No
Degree of interviewer bias	High	Medium	None
Severity of non-response bias	Low	Low	High
Presentation of visual stimuli	Yes	No	Maybe
Fieldworker training required	Yes	Yes	No

Job Fair Survey: Worker

Perhaps the most important survey in evaluating the effectiveness of the ACDC job fair is the worker's survey. This survey will collect data from the workers who attend the job fair. The survey is designed in two phases. The first phase is going to be used to gather immediate data on worker's feelings towards the job fair. This section will be given to workers as an exit survey at the job fair. The second phase of the survey will be mailed to workers who attended the job fair at some future determined time interval. The second phase of the survey will act as a follow up to the first phase. It will be used to gather data concerning the effectiveness of the job fair at actually supplying the workers with a job. While the first phase of the survey will primarily gather data on perceptions

about the job fair, the second phase of the survey will gather more concrete data concerning the effectiveness of supplying jobs.

Worker Survey: Phase one

As mentioned above, the survey for the workers who attend the job fair will be split up into two phases; each to be implemented at different times. The first phase of the survey will primarily serve to gather data about worker's immediate perceptions of the job fair.

To minimize non-response bias, the survey will be given to attendees upon exit of the job fair. The survey will seek to gather data in the following areas:

⁵⁵ Alreck and Settle, *The Survey Research Handbook* 1995, pg. 32.

Demographics:

This data will allow ACDC to gather general information about the population that utilizes the job fair. ACDC has expressed concern that their job fair is only reaching a sub section of the Boston-Asian population; namely the Chinese population in the immediate Chinatown area. This data will allow ACDC to see if this is in fact the case, and it will also allow them to see if improvements in this area are made on a year-to-year basis. The demographic data gathered would also serve to inform ACDC about the educational and socioeconomic levels that the attending population is generally comprised of. This will allow ACDC to make better-informed decisions on the types of businesses that attend the job fair, as well as the skill level that the attending businesses should be targeted towards.

Worker's perceptions concerning the effectiveness of the job fair:

It will be difficult to gather immediate data about the effectiveness of the job fair. This task will be delayed until phase two of the worker survey. Although hard data concerning the effectiveness of the job fair will not be gathered until a future date, perceived effects of the job fair can be gathered, and could prove to be very helpful in improving the job fair in the future. The data collected concerning perceptions of the job fair will primarily be in the following categories:

organization, convenience, and the selection of businesses. In conjunction with perceived effects, phase one of the surveys will also try and gather minimal data on the actual effectiveness of the job fair by asking participants to indicate how many resumes they dropped off, and how many interviews they set up. This will allow ACDC to have preliminary data concerning the effectiveness of their job fair.

Phase one of the worker's survey can be found in Appendix C.

Worker Survey: Phase two

The second phase of the workers survey will serve to gather more concrete data concerning the actual effectiveness of the job fair. The phase two surveys will be mailed to workers who have participated in the job fair, at a determined future date (i.e. 3 months or 6 months after the completion of the job fair). The primary focus of phase two will be to gather data from workers who participated in the job fair to see if they have received jobs, or job offers because of contacts made at the job fair. The most important aspect of determining a program's success is to actually attribute changes to the program.



Courtesy of ACDC

In the case of ACDC's job fair, the number of workers who have in fact received jobs, directly because of the ACDC job fair, will determine success.

Determining a causal relationship often proves to be very difficult in program evaluations. For ACDC's job fair the causal relationship will be less difficult to determine. If in fact a worker has received a job or a job offer from one of the participating companies, and contact was made at the job fair, either through dropping off a resume or through setting up a future interview, then change can be attributed to the job fair. Due to the importance of this data, in determining the effectiveness of the job fair, this survey may prove to be the most important aspect of the ACDC job fair evaluation.

Unfortunately it will also be the most difficult data to gather. As seen earlier in Table 2, one of the major drawbacks of mailed surveys is that the response rate is often very low. Therefore, ACDC may have to offer an incentive to the workers to increase the response rate. Also, when compiling the data, success must be determined by comparing the data collected in phase two with the entire phase one population. For instance, by determining success only through the results of the phase two surveys, non-response bias will be present; perhaps only those that have received jobs feel obliged to complete the survey. This will skew the results towards the positive end if only phase two data is taken into account. To eliminate this bias the results of phase two *must* be looked at in conjunction with the entire phase one population. The data collected during this phase is some of the most important in determining program success; therefore it must be collected and analyzed with diligence and extreme care.

Job Fair Survey: Business

The ACDC job fair business survey will be used to collect data pertaining to the effectiveness of the job fair for the businesses that attend. The

main focus of the ACDC job fair should be on the workers who attend, but data collected from the businesses that attend can help serve to better the job fair in the future by making sure the pertinent types of businesses are attending.

The primary goal of the ACDC job fair is to narrow the gap that exists between Asian workers and businesses that could employ them. Input from attending businesses will help to make sure the gap is truly being narrowed, and connections are being made. The job fair business survey will seek to collect data in the following areas:

Demographics of the business:

This data will be extremely important in analyzing the effectiveness of the ACDC job fair. By using data collected from the workers that attend, and comparing it in with the data collected by the businesses, ACDC will be able to analyze whether the services of the job fair are pertinent to the population that it is serving. For instance, a majority of the workers that attend may be interested in the healthcare industry, but if healthcare companies are not represented at the job fair, then a pertinent connection is not being made.

Also, as the economic analysis dictates, a disproportionate number of Chinatown residents do not have a high school diploma. If the businesses that attend the job fair require a high school diploma, then perhaps the job fair is failing to make adequate resources available to the target population.

The comparison of worker demographic data, with that of the business demographic data will serve to draw relevant comparisons between the wants and needs of the workers with the resources that are currently being provided. An effective job fair will minimize these discrepancies and meet the needs of the workers.

Perceived effectiveness of the job fair:

Although the ACDC job fair intends to meet the needs of the workers, it is also important that it meets many of the needs of the attending businesses. Business input into the organization, convenience and pertinence to its needs will help ACDC create a more effective job fair in the future.

The job fair business survey can be found in Appendix C.

Chinatown Business Survey

In addition to surveys for the job fair, a survey for the businesses in the Chinatown area has been developed. Preliminary research into the economic environment has been undertaken, but to truly understand the needs and resources of the business community further research will need to be undertaken. Due to time and language constraints Team-ED was unable to implement the business survey, but it is provided as a tool for future analysis of the business environment. The Chinatown business survey seeks to collect data in the following areas:

Demographics:

The business survey will seek to collect demographic information about three groups of people: the business owners, the customers, and the workers. Gaining this knowledge will allow ACDC to analyze whether leakages are occurring in the Chinatown economy. For instance, if people who work in Chinatown are not from the Chinatown area, then income is leaking out of the community. Likewise, if it is found that most of the customers are not from the Chinatown community, then there is an influx of income into the Chinatown area. Finally, if it is found that many of the business owners are not from the Chinatown area, then again income

and investment are leaking from the community. Stopping leakage is a very important step in developing/redeveloping communities, and the data gathered in this survey will help to analyze the severity of this leakage.

Chinatown business needs:

The Chinatown business survey will also seek to gain data concerning the needs of the businesses in the area. By having businesses rank the most important services that ACDC could provide to them, ACDC can focus their community economic development into specific, beneficial areas.

The Chinatown business survey can be found in Appendix C.



Chapter IV: Recommendations

1. Expand to Other Asian Communities

The ACDC job fair brought in 300-400 people in 2003 and it would be beneficial for the ACDC to look into the possibility of inviting other Chinese and other Asian ethnicities to the job fair to increase attendance. We called numerous community service-based organizations in the greater Boston area and asked them four questions: one, do you provide a job fair for your clients/community, two, if not, would you be interested in participating in the ACDC Chinatown job fair, three, could you bring translators for your clients to the job fair and lastly a question regarding what kind of services they provided. Some organizations, such as Viet-Aid, have responded with interest in participating either as job training providers and/or helping their clients by being translators. We also looked for organizations in different areas they could help spread the word of the job fair within their Asian community. All these organizations are great resources to diversify the fair. Appendix D lists groups contacted and their information.

2. Empowerment Zone Tax Credit

As discussed in Chapter II, the Empowerment Zone tax credit is an excellent source of economic benefits for the Chinatown businesses. When the ACDC is recruiting business for the job fair, it should talk to businesses in Chinatown and the other zone neighborhoods and talk about how hiring Chinatown residents brings in a \$3,000 tax incentive and that they can hire residents at the job fair. This is a great way to make sure that businesses in the neighborhood are hiring within the neighborhood. Possibly having

Empowerment Zone information at the job fair will also advertise this incentive to not only Chinatown businesses but also the other companies that are located in the zone.

3. Recruit More Growing Industries to the Job Fair

The ACDC and the Chinatown Coalition would show a commitment to its workforce and businesses by attempting to recruit more businesses and training agencies in emerging job markets. The health care industry in particular is expected to grow exponentially over the next decade, and having more businesses in this industry represented at the job fair would greatly benefit the local workforce. The job fair has done well to include agencies such as the Greater Boston Golden Age Center, Boston Senior Home Care, Haemonetics, South Shore Elder Services, and many others. More important to the workforce is the job fair's ability to draw in job training agencies that will help prepare workers for health care related employment. Medical, dental, and pharmaceutical assistants, as we saw, will be in much higher demand in the coming years, and companies that hire these assistants are going to be looking for job-ready candidates.

Beyond the health care industry, the ACDC Job Fair should encourage more small businesses owners to attend. Professional services that serve the small businesses in the Chinatown area would be wise to attend, even if they are only looking to hire one or two employees, because it will help them gain exposure for their business. Bringing in vocational schools, particularly in health and beauty care and in auto repair, would also help diversify the job fair, making it more attractive to a wider audience.

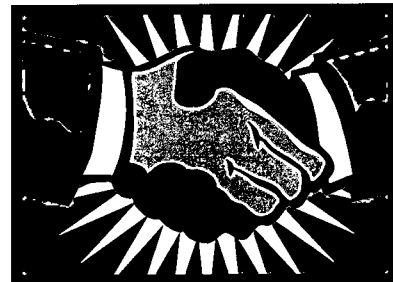
4. Increase ESL/Job Training Agencies Participation

As we saw from the Chinatown Business Survey from 1988, local businesses really want employees that can speak and understand English proficiently. While this information is not as recent as we would like, we're hard pressed to find any reason why the opinions of the businesses would change. As suggested however, we encourage the ACDC to consider collecting more current data from local businesses, using the provided business survey⁵⁶. The job fair has done a terrific job bringing in agencies that offer English and a Second Language classes, and other job-related English classes. These agencies should use the job fair as an opportunity to form partnerships with businesses looking for job-ready employees. For instance, the A, L, & L Driving Academy in Boston could partner with Jewish Vocational Services to provide a customized English course program that help prepare them for attending auto mechanic school. Some businesses may be hesitant to attend the ACDC Job Fair because they are unsure whether the clientele will be proficient in the realm of the English language their business requires.

5. Continue Evaluation Process to Better Match Employers with Employees

The Job Fair's sole purpose is narrow the gap between employers and employees. What makes this job fair unique is how it caters especially to Asian immigrants looking to get started with employment in the local economy. Without effective and constant evaluation, it becomes difficult to assess whether the job fair is meeting its goals. The tools that

Team-ED have provided are designed to seek the information that ACDC really needs to know in order to effectively evaluate whether its annual job fair is in fact attracting the right audiences, both from the employer's perspective and the job seeker's perspective. But the tools are useless if they stay on the shelf. Team-ED strongly encourages the ACDC to recruit additional volunteers to help administer the surveys and give them the personal attention that effective surveying often requires. The information they receive in return, after all, is what they need to improve the program and move forward in the future.



⁵⁶ New Chinatown Business Survey can be found in Appendix C.

Chapter V: Conclusion

The ACDC Job Fair is a beneficial economic tool for the Boston Asian community. Through Team-ED's work, we have shown that the job fair has worked to bring in some of the employment fields that are growing in Massachusetts, while also providing positions that are entry-level and comfortable for non-English speaking or ESL citizens.

This combination is not an easy balancing task and that is shown by the old survey responses from previous job fairs. Nevertheless, findings from our project suggest that a disconnection from what the employers are looking for in applicants and the job seekers may exist, and we wanted to seek a remedy for this.

We hope that our new surveys (for employees, businesses and employers) as well as our recommendations are used as a assistant device for fixing the disconnection between the different parties involved in the fair and also provide the ACDC with the information they need to continually improve the job fair. If ACDC continues a similar analysis it will hopefully meet the economic needs of the communities it assists.

References

- Alreck, Pamela L. 1995. *The survey research handbook*. Edited by Robert B. Settle. Boston, Mass.: Irwin.
- Asian American Federation of New York. Neighborhood Profile: Manhattan's Chinatown. in Asian American Federation of New York [database online]. New York, NY, 2004 [cited March 2004]. Available from <http://www.aafny.org/cic/briefs/Chinatownbrief.pdf>.
- Asian Community Development Corporation. About ACDC: History and Accomplishments. in Asian Community Development Corporation [database online]. 2004 [cited March 19 2004]. Available from <http://www.asiancdc.org/about.html>.
- . About ACDC: History and Accomplishments. 2004 [cited March 19 2004]. Available from <http://www.asiancdc.org/about.html>.
- . APA Demographics: Target Population: Chinatown Neighborhood and Community. in Asian Community Development Corporation [database online]. 2004 [cited March 19 2004]. Available from <http://www.asiancdc.org/demographics.html>.
- . Asian CDC Leads a Coalition of Chinatown Organizations and Residents to Campaign for the Return of Parcel 24! 2004 [cited March 19 2004]. Available from <http://www.asiancdc.org/index.html>.
- . Community Business Network. 2004 [cited March 19 2004]. Available from <http://www.asiancdc.org/businesses.html>.
- . Community Job & Job Training Fair". 2004 [cited March 19 2004]. Available from <http://www.asiancdc.org/jobs.html>.
- . 2003. *Job Fair Participant Registration Forms*.
- . 1999-2003. *Job Fair Evaluations*.
- Astorga, Henry. Asian Work Ethic - Fact or Fluff? in The Asia Pacific Management Forum [database online]. San Francisco, CA, 2001 [cited March 2004]. Available from <http://www.apmforum.com/columns/eaststrategy1.htm>.
- Barringer, Peg. 2003. *Improving Economic Well Being of Residents: A Typology of Strategies*.
- . 2003. *Introduction to Community Economic Development*.
- . 2003. *UEP 271 lectures*.
- Belson, William A. 1981. *The design and understanding of survey questions*. Aldershot, Hants., England: Gower.

- Boston Connects, Inc. Boston Connects Website. in Boston Connects, Inc. [database online]. Boston, MA, 2004 [cited April, 2004 2004]. Available from <http://www.bostonez.org>.
- Boston Redevelopment Authority. Chinatown/Leather District in City of Boston [database online]. Boston, 2004 [cited March 2004]. Available from <http://www.cityofboston.gov/bra/Neighborhoods.asp?action=ViewHood&HoodID=5>
- Candiotto, Nick. 2003. *Fairing Well in the Job Search*.
- Chinatown Economic Development Group. Chinatown @-A-Glance. in Chinatown Economic Development Group [database online]. San Francisco, CA, 2000 [cited March 2004]. Available from <http://www.sfchinatown.com/resources/ataglance/index.html>.
- De Vaus, D. A. 1986. *Surveys in social research*. London ; Boston: Allen & Unwin.
- Institute for Asian American Studies. 2003. *Community Profiles: Asian Americans in Boston*. Edited by Michael Liu, Paul Watanabe. Boston, MA: University of Massachusetts, Boston.
- Kusuma, Irma. 2004. *Survey Response from Greater Dallas Asian American Chamber of Commerce*.
- Massachusetts Division of Unemployment Assistance. 2003. *Commonwealth of Massachusetts: Employment Projections 2000-2010*. 3rd Quarter ed. Boston, MA: Massachusetts Division of Unemployment Assistance.
- . 2003. *Regional Labor Market Information Profile: Boston*. Boston, MA: Massachusetts Division of Unemployment Assistance.
- Mello, John. 2003. *Maximizing Opportunity at Job Fairs in Competitive Marketplace*.
- Oriola, Deborah A., and Perkins, Gregory. 1988. *Chinatown Business Survey*. Boston, MA: Boston Redevelopment Authority.
- Perkins, Gregory. 2003. *Chinatown Profile (Condensed version): Census 2000 Population, Housing, and Employment Data*. Boston Redevelopment Authority.
- Representative of Jobfind.com. 2004.
- Representative of Urban League. 2004.
- State of New York. Governor's Press Release. 2002 [cited February 28 2004]. Available from http://www.state.ny.us/governor/press/year02/july30_1_02.htm.
- Yau, Betty. 2004. *Personal Interview*.

TERMS OF AGREEMENT AND UNDERSTANDING BETWEEN THE TUFTS
GRADUATE STUDENT ECONOMIC DEVELOPMENT TEAM FROM THE
DEPARTMENT OF URBAN AND ENVIRONMENTAL POLICY AND PLANNING
AND THE ASIAN COMMUNITY DEVELOPMENT CORPORATION

The Tufts Graduate Student Economic Development Team (Team-ED) has agreed to partner with the Asian Community Development Corporation (ACDC) in order to assist in workforce development. This document outlines the procedures, guidelines, deliverables and timetable for this agreement between the two said parties in order for the completion of the project.

Client: ACDC

Jeremy Liu
Asian Community Development Corporation
888 Washington Street
Suite 102
Boston, MA 02111-1426

Consultant: Team-ED

Graduate Student Economic Development Team

Shannon Barry
Timothy Potsaid
Pardis Saffari
Beau Schilz
Yukiko Yamaguchi

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

The Project

Team-ED will assist ACDC in workforce development by refining its annual job fair. Team-ED will seek to further develop the job fair in the following ways:

- Define the target population of the job fair (i.e. age, work experience, training level), and expand the job fair to reach Asian populations outside of the Chinatown area (i.e. Vietnamese and Cambodian populations).
- Gain a better understanding of what types of jobs workers are seeking.
- Gain a better understanding of what types of jobs employees are offering.
- Bridge the gap between the two afore mentioned groups (workers and employees).
- Gain job fair attendee input on bettering future fairs.

ACDC has also expressed an interest in creating a Chinatown Heritage Trail; time permitting, Team-ED will examine and outline the economic benefits that such a trail could bring to the Chinatown area.

Methods

In order to gain an understanding of how job fair organizers target their fairs to a specific population Team-Ed will conduct a literature review on relevant job fairs. Research will focus on job fairs in the Greater Boston area, as well as job fairs in other cities that target the Asian community, or other specific populations. Team-ED will create a database of the job fairs in the Greater Boston area.

Team-ED will interview job placement/training centers in Asian communities to gain an understanding of what types of jobs are being sought and what are being offered. Team-ED will create a database of these centers. This database, with the database of job fairs in the Greater Boston area, will supply workers and corporations with tools to narrow the gap between them.

In order for ACDC to gain input from attendees of the job fair (both workers and corporations) Team-ED is going to develop surveys for ACDC to distribute at the fair, or at their leisure. To create these surveys Team-ED will research instrument development techniques in order to assure quality and beneficial surveys.

Deliverables

Team-ED will supply ACDC with a report on suggested improvements for their job fair. This report will include: background research on job fairs and possible methods to reach target populations, research on job fairs in the Greater Boston area, a database of job fairs in the Greater Boston area, research on the types of jobs sought and offered in the Greater Boston area (within the Asian population), a database of Asian community-specific job placement/training centers in the Greater Boston Area, surveys for both work seekers and work providers attending the ACDC job fair, and possible implementation techniques for these surveys.

Task	Target Completion Date	Actual Completion Date
Submit intended research techniques to IRB	ASAP	
Conduct literature review on job fairs; begin to research job fairs in the Greater Boston area; begin to conduct interviews with job placement/training centers; begin literature review on instrument development	February	
Provide ACDC with a progress report and hand in outline to FS	March 3	
Provide ACDC with job fair and job placement/training databases	March 12	
Provide ACDC with job fair attendee surveys	March 19	
Provide ACDC with second progress report and hand in draft report to FS	March 31	
Provide ACDC with final report	April 14	

Project Considerations

Throughout the semester Team-ED will continually keep in contact with ACDC to give updates and progress reports, as well as make inquiries.

Changes to this Agreement and Understanding can be made with the approval and signatures of all Team-ED members, an ACDC representative and the faculty supervisor, Ann Rappaport.

Team-ED members expect to work an average of eight hours a week for this project. Time permitting Team ED will also supply ACDC with a preliminary report on the possible community economic development benefits of a Chinatown Heritage Trail.

A small stipend has been allotted to Team-ED for minor expenses involving travel, printing/copying and professional report binding. The client might be asked to incur expenses for expenditures beyond this realm if they are seen as excessive by Team-ED.

Team-ED

Shannon Barry Date

Timothy Potsaid Date

Pardis Saffari Date

Beau Schilz Date

Yukiko Yamaguchi Date

Client-ACDC

Jeremy Liu Date

Tufts Faculty Supervisor

Ann Rappaport Date

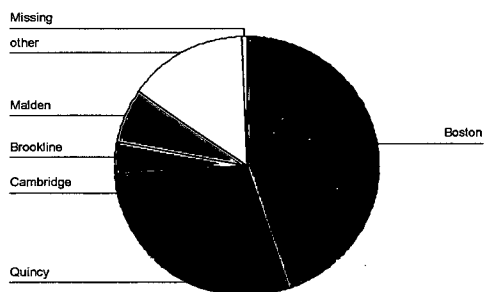
APPENDIX B:
Prior ACDC Survey Data

2003 REGISTRATION DATA

CITY City of residence

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Boston	135	44.7	45.0	45.0
	2 Quincy	75	24.8	25.0	70.0
	3 Cambridge	13	4.3	4.3	74.3
	4 Brookline	13	4.3	4.3	78.7
	5 Malden	20	6.6	6.7	85.3
	6 other	44	14.6	14.7	100.0
	Total	300	99.3	100.0	
Missing	99 no answer	2	.7		
Total		302	100.0		

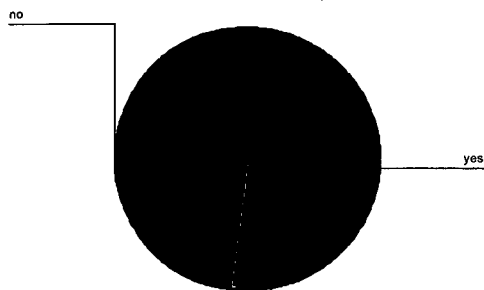
City of residence



EMAIL Email address?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 yes	157	52.0	52.0	52.0
	2 no	145	48.0	48.0	100.0
	Total	302	100.0	100.0	

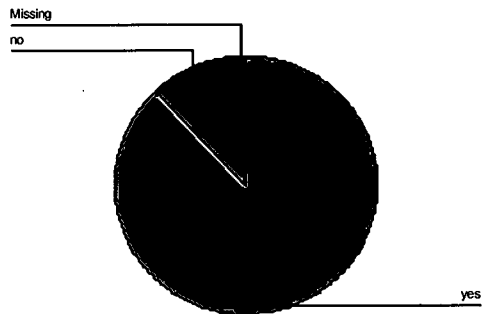
Email address?



ENGLISH Speak English?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 yes	266	88.1	89.3	89.3
	2 no	32	10.6	10.7	100.0
	Total	298	98.7	100.0	
Missing	99 no answer	4	1.3		
Total		302	100.0		

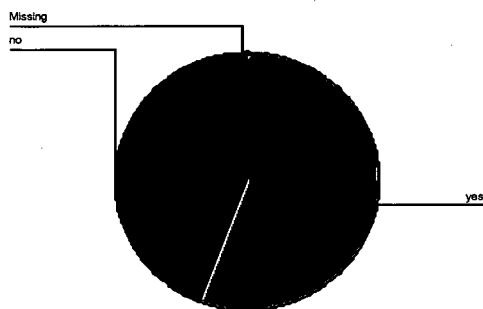
Speak English?



MANDARIN Speak Mandarin?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 yes	169	56.0	56.7	56.7
	2 no	129	42.7	43.3	100.0
	Total	298	98.7	100.0	
Missing	99 no answer	4	1.3		
Total		302	100.0		

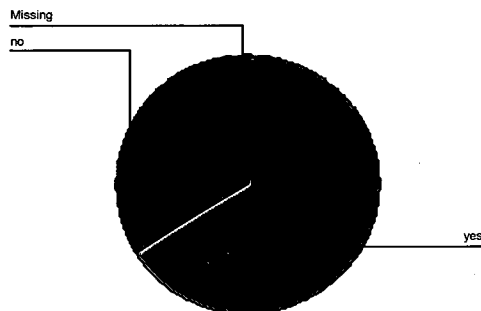
Speak Mandarin?



CANTONES Speak Cantonese?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 yes	200	66.2	67.1	67.1
	2 no	98	32.5	32.9	100.0
	Total	298	98.7	100.0	
Missing	99 no answer	4	1.3		
Total		302	100.0		

Speak Cantonese?



OTHER Speak Other Language?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 yes	67	22.2	22.5	22.5
	2 no	231	76.5	77.5	100.0
	Total	298	98.7	100.0	
Missing	99 no answer	4	1.3		
Total		302	100.0		

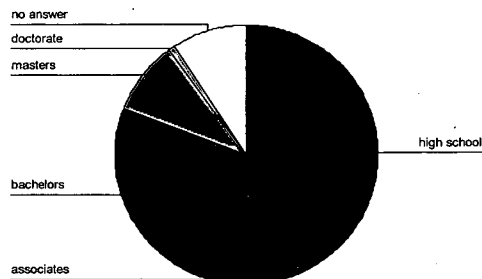
Speak Other Language?



EDUCATN Level of education completed

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 high school	150	49.7	49.7	49.7
	2 associates	29	9.6	9.6	59.3
	3 bachelors	65	21.5	21.5	80.8
	4 masters	28	9.3	9.3	90.1
	5 doctorate	2	.7	.7	90.7
	9 no answer	28	9.3	9.3	100.0
	Total	302	100.0	100.0	

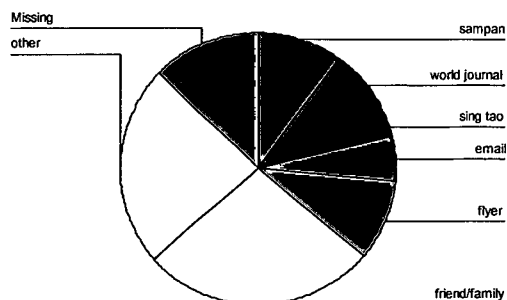
Level of education completed



HOWHEAR How did you hear about fair?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 sampan	30	9.9	11.4	11.4
	2 world journal	27	8.9	10.2	21.6
	3 sing tao	7	2.3	2.7	24.2
	4 email	16	5.3	6.1	30.3
	6 flyer	29	9.6	11.0	41.3
	7 friend/family	82	27.2	31.1	72.3
	8 other	73	24.2	27.7	100.0
	Total	264	87.4	100.0	
Missing	99 no answer	38	12.6		
Total		302	100.0		

How did you hear about fair?



USEXP Years worked in US

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	35	11.6	13.3	13.3
	1	39	12.9	14.8	28.1
	2	24	7.9	9.1	37.3
	3	21	7.0	8.0	45.2
	4	12	4.0	4.6	49.8
	5	19	6.3	7.2	57.0
	6	16	5.3	6.1	63.1
	7	7	2.3	2.7	65.8
	8	9	3.0	3.4	69.2
	9	5	1.7	1.9	71.1
	10	19	6.3	7.2	78.3
	11	1	.3	.4	78.7
	12	10	3.3	3.8	82.5
	13	3	1.0	1.1	83.7
	14	3	1.0	1.1	84.8
	15	15	5.0	5.7	90.5
	18	7	2.3	2.7	93.2
	19	1	.3	.4	93.5
	20	9	3.0	3.4	97.0
	24	1	.3	.4	97.3
	25	2	.7	.8	98.1
	27	1	.3	.4	98.5
	29	1	.3	.4	98.9
	30	1	.3	.4	99.2
	33	1	.3	.4	99.6
	35	1	.3	.4	100.0
	Total	263	87.1	100.0	
Missing	99 no answer	39	12.9		
Total		302	100.0		

MEAN: 7 years U.S. work experience

OTHEREXP Years worked elsewhere

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	172	57.0	65.9	65.9
	1	5	1.7	1.9	67.8
	2	5	1.7	1.9	69.7
	3	2	.7	.8	70.5
	4	9	3.0	3.4	73.9
	5	8	2.6	3.1	77.0
	6	6	2.0	2.3	79.3
	7	5	1.7	1.9	81.2
	8	2	.7	.8	82.0
	9	2	.7	.8	82.8
	10	18	6.0	6.9	89.7
	11	1	.3	.4	90.0
	12	2	.7	.8	90.8
	13	2	.7	.8	91.6
	15	4	1.3	1.5	93.1
	16	3	1.0	1.1	94.3
	18	1	.3	.4	94.6
	20	5	1.7	1.9	96.6
	21	1	.3	.4	96.9
	23	1	.3	.4	97.3
	25	4	1.3	1.5	98.9
	28	1	.3	.4	99.2
	30	2	.7	.8	100.0
	Total	261	86.4	100.0	
Missing	99 no answer	41	13.6		
Total		302	100.0		

MEAN: 3 year work experience outside of U.S.

TOTALEXP Total years of work experience

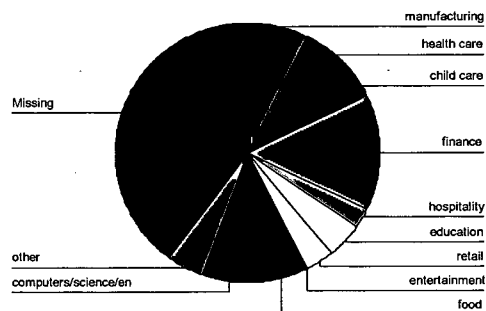
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	6	2.0	2.3	2.3
	1	25	8.3	9.6	11.9
	2	12	4.0	4.6	16.5
	3	20	6.6	7.7	24.1
	4	11	3.6	4.2	28.4
	5	22	7.3	8.4	36.8
	6	15	5.0	5.7	42.5
	7	11	3.6	4.2	46.7
	8	11	3.6	4.2	51.0
	9	8	2.6	3.1	54.0
	10	23	7.6	8.8	62.8
	11	7	2.3	2.7	65.5
	12	11	3.6	4.2	69.7
	13	5	1.7	1.9	71.6
	14	3	1.0	1.1	72.8
	15	16	5.3	6.1	78.9
	16	5	1.7	1.9	80.8
	17	2	.7	.8	81.6
	18	9	3.0	3.4	85.1
	19	2	.7	.8	85.8
	20	11	3.6	4.2	90.0
	21	2	.7	.8	90.8
	22	2	.7	.8	91.6
	23	1	.3	.4	92.0
	24	2	.7	.8	92.7
	25	4	1.3	1.5	94.3
	26	1	.3	.4	94.6
	27	3	1.0	1.1	95.8
	29	2	.7	.8	96.6
	30	1	.3	.4	96.9
	31	1	.3	.4	97.3
	32	1	.3	.4	97.7
	33	2	.7	.8	98.5
	34	1	.3	.4	98.9
	35	1	.3	.4	99.2
	37	1	.3	.4	99.6
	38	1	.3	.4	100.0
	Total	261	86.4	100.0	
Missing	99 no answer	41	13.6		
Total		302	100.0		

MEAN: 10 years total work experience

INDUSTRY Desired industry

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 manufacturing	23	7.6	12.7	12.7
	3 health care	22	7.3	12.2	24.9
	4 child care	9	3.0	5.0	29.8
	5 finance	43	14.2	23.8	53.6
	6 hospitality	8	2.6	4.4	58.0
	7 education	13	4.3	7.2	65.2
	9 retail	10	3.3	5.5	70.7
	10 entertainment	1	.3	.6	71.3
	11 food	18	6.0	9.9	81.2
	12 computers/ science/ engineering	21	7.0	11.6	92.8
	13 other	13	4.3	7.2	100.0
	Total	181	59.9	100.0	
Missing	99 no answer	121	40.1		
Total		302	100.0		

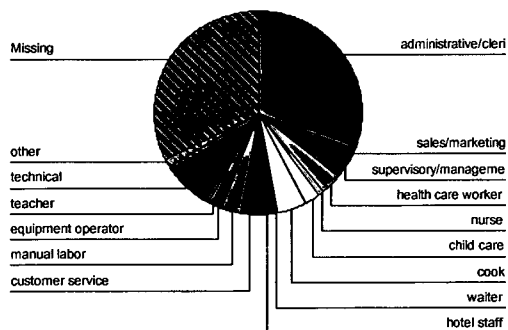
Desired industry



FUNCTION Desired function

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 administrative/ clerical	93	30.8	45.6	45.6
	2 sales/marketing	6	2.0	2.9	48.5
	3 supervisory/ management	9	3.0	4.4	52.9
	4 health care worker	10	3.3	4.9	57.8
	6 nurse	3	1.0	1.5	59.3
	7 child care	7	2.3	3.4	62.7
	8 cook	14	4.6	6.9	69.6
	9 waiter	1	.3	.5	70.1
	10 hotel staff	8	2.6	3.9	74.0
	11 customer service	8	2.6	3.9	77.9
	12 manual labor	10	3.3	4.9	82.8
	13 equipment operator	2	.7	1.0	83.8
	14 teacher	4	1.3	2.0	85.8
	15 technical	25	8.3	12.3	98.0
	16 other	4	1.3	2.0	100.0
	Total	204	67.5	100.0	
Missing	99 no answer	98	32.5		
Total		302	100.0		

Desired function



2003 WORKER EVALUATION DATA

PUBLICITY Publicity

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Excellent	34	39.1	41.5	41.5
	2 Satisfactory	38	43.7	46.3	87.8
	3 Unsatisfactory	6	6.9	7.3	95.1
	4 n/a	4	4.6	4.9	100.0
	Total	82	94.3	100.0	
Missing	9 no answer	5	5.7		
Total		87	100.0		

TIME Time/Day of Event

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Excellent	52	59.8	62.7	62.7
	2 Satisfactory	28	32.2	33.7	96.4
	3 Unsatisfactory	2	2.3	2.4	98.8
	4 n/a	1	1.1	1.2	100.0
	Total	83	95.4	100.0	
Missing	9 no answer	4	4.6		
Total		87	100.0		

LOCATION Location of Event

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Excellent	50	57.5	62.5	62.5
	2 Satisfactory	27	31.0	33.8	96.3
	3 Unsatisfactory	3	3.4	3.8	100.0
	Total	80	92.0	100.0	
Missing	9 no answer	7	8.0		
Total		87	100.0		

CHOICE Choice of Employers/Trainers

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Excellent	24	27.6	29.6	29.6
	2 Satisfactory	45	51.7	55.6	85.2
	3 Unsatisfactory	10	11.5	12.3	97.5
	4 n/a	2	2.3	2.5	100.0
	Total	81	93.1	100.0	
Missing	9 no answer	6	6.9		
Total		87	100.0		

STAFF Assistance of Event Staff

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Excellent	53	60.9	63.9	63.9
	2 Satisfactory	27	31.0	32.5	96.4
	3 Unsatisfactory	1	1.1	1.2	97.6
	4 n/a	2	2.3	2.4	100.0
	Total	83	95.4	100.0	
Missing	9 no answer	4	4.6		
Total		87	100.0		

WORKSHOP Resume/Interview Workshops

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Excellent	15	17.2	21.1	21.1
	2 Satisfactory	26	29.9	36.6	57.7
	3 Unsatisfactory	2	2.3	2.8	60.6
	4 n/a	28	32.2	39.4	100.0
	Total	71	81.6	100.0	
Missing	9 no answer	16	18.4		
Total		87	100.0		

Applications Submitted & Picked Up for Future Submission--Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
APPSSUB Applications Submitted	71	0	8	1.55	1.948
APPSPICK Applications Picked Up	78	0	20	3.45	3.234
Valid N (listwise)	67				

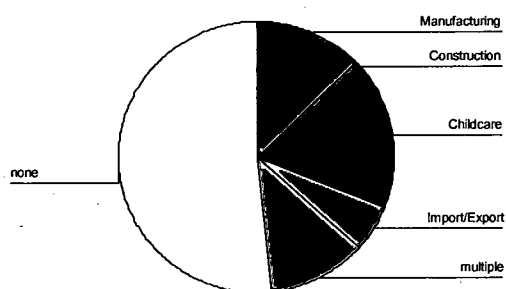
FUTURE Attend Fair in Future?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 yes	79	90.8	94.0	94.0
	2 no	5	5.7	6.0	100.0
	Total	84	96.6	100.0	
Missing	9 no answer	3	3.4		
Total		87	100.0		

SECTOREX Experience in Given Sectors?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	Manufacturing	11	12.6	12.6	12.6
	2 Construction	1	1.1	1.1	13.8
	3 Childcare	15	17.2	17.2	31.0
	4 Import/Export	5	5.7	5.7	36.8
	8 multiple	10	11.5	11.5	48.3
	9 none	45	51.7	51.7	100.0
	Total	87	100.0	100.0	

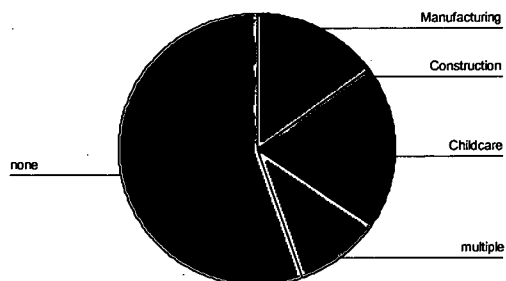
Experience in Given Sectors?



SECTORIN Interest in Given Sectors?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	Manufacturing	13	14.9	14.9	14.9
	2 Construction	2	2.3	2.3	17.2
	3 Childcare	15	17.2	17.2	34.5
	8 multiple	9	10.3	10.3	44.8
	9 none	48	55.2	55.2	100.0
	Total	87	100.0	100.0	

Interest in Given Sectors?



2003 EMPLOYER EVALUATION DATA

SPACE Space/Table Arrangement

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Excellent	11	57.9	61.1	61.1
	2 Satisfactory	6	31.6	33.3	94.4
	3 Unsatisfactory	1	5.3	5.6	100.0
	Total	18	94.7	100.0	
Missing	9 no answer	1	5.3		
Total		19	100.0		

TIME Time/Day of Event

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Excellent	12	63.2	63.2	63.2
	2 Satisfactory	7	36.8	36.8	100.0
	Total	19	100.0	100.0	

LOCATION Location of Event

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Excellent	14	73.7	73.7	73.7
	2 Satisfactory	5	26.3	26.3	100.0
	Total	19	100.0	100.0	

QUALIFY Qualifications of Participants

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Excellent	4	21.1	22.2	22.2
	2 Satisfactory	14	73.7	77.8	100.0
	Total	18	94.7	100.0	
Missing	4 n/a	1	5.3		
Total		19	100.0		

STAFF Assistance of Event Staff

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Excellent	11	57.9	57.9	57.9
	2 Satisfactory	8	42.1	42.1	100.0
	Total	19	100.0	100.0	

TURNOUT Turn-out of Participants

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Excellent	11	57.9	57.9	57.9
	2 Satisfactory	8	42.1	42.1	100.0
	Total	19	100.0	100.0	

Applications Distributed & Accepted--Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
APPSACC Applications Accepted	10	0	40	15.70	15.026
APPSDIST Applications Distributed	15	0	150	69.20	54.853
Valid N (listwise)	10				

FUTURE Participate in Future?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 yes	18	94.7	100.0	100.0
Missing	9 no answer	1	5.3		
Total		19	100.0		

2001 WORKER EVALUATION DATA (English)

PUBLICITY Publicity

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Good	37	42.5	44.6	44.6
	2 Satisfactory	43	49.4	51.8	96.4
	3 Unsatisfactory	3	3.4	3.6	100.0
	Total	83	95.4	100.0	
Missing	9 no answer	4	4.6		
Total		87	100.0		

TIME Time/Day of Event

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Good	45	51.7	53.6	53.6
	2 Satisfactory	37	42.5	44.0	97.6
	3 Unsatisfactory	2	2.3	2.4	100.0
	Total	84	96.6	100.0	
Missing	9 no answer	3	3.4		
Total		87	100.0		

LOCATION Location of Event

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Good	57	65.5	68.7	68.7
	2 Satisfactory	24	27.6	28.9	97.6
	3 Unsatisfactory	2	2.3	2.4	100.0
	Total	83	95.4	100.0	
Missing	9 no answer	4	4.6		
Total		87	100.0		

CHOICE Choice of Employers/Trainers

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Good	28	32.2	34.6	34.6
	2 Satisfactory	39	44.8	48.1	82.7
	3 Unsatisfactory	14	16.1	17.3	100.0
	Total	81	93.1	100.0	
Missing	9 no answer	6	6.9		
Total		87	100.0		

STAFF Assistance of Event Staff

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Good	40	46.0	48.2	48.2
	2 Satisfactory	41	47.1	49.4	97.6
	3 Unsatisfactory	2	2.3	2.4	100.0
	Total	83	95.4	100.0	
Missing	9 no answer	4	4.6		
Total		87	100.0		

Applications Submitted & Picked Up for Future Submission--Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
APPSPICK Applications Picked Up	77	0	13	2.64	2.933
APPSSUB Applications Submitted	78	0	14	2.49	3.057
Valid N (listwise)	73				

FUTURE Attend Fair in Future?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 yes	78	89.7	92.9	92.9
	2 no	6	6.9	7.1	100.0
	Total	84	96.6	100.0	
Missing	9 no answer	3	3.4		
Total		87	100.0		

MANUFEX Manufacturing Experience?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 yes	17	19.5	21.3	21.3
	2 no	63	72.4	78.8	100.0
	Total	80	92.0	100.0	
Missing	9 no answer	7	8.0		
Total		87	100.0		

MANUINT Manufacturing Interest?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 yes	33	37.9	40.7	40.7
	2 no	48	55.2	59.3	100.0
	Total	81	93.1	100.0	
Missing	9 no answer	6	6.9		
Total		87	100.0		

2001 WORKER EVALUATION DATA (Chinese)

PUBLICITY Publicity

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Good	18	32.1	34.0	34.0
	2 Satisfactory	34	60.7	64.2	98.1
	3 Unsatisfactory	1	1.8	1.9	100.0
	Total	53	94.6	100.0	
Missing	9 no answer	3	5.4		
Total		56	100.0		

TIME Time/Day of Event

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Good	25	44.6	46.3	46.3
	2 Satisfactory	29	51.8	53.7	100.0
	Total	54	96.4	100.0	
Missing	9 no answer	2	3.6		
Total		56	100.0		

LOCATION Location of Event

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Good	19	33.9	37.3	37.3
	2 Satisfactory	30	53.6	58.8	96.1
	3 Unsatisfactory	2	3.6	3.9	100.0
	Total	51	91.1	100.0	
Missing	9 no answer	5	8.9		
Total		56	100.0		

EMPLOYRS Choice of Employers

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Good	11	19.6	21.2	21.2
	2 Satisfactory	38	67.9	73.1	94.2
	3 Unsatisfactory	3	5.4	5.8	100.0
	Total	52	92.9	100.0	
Missing	9 no answer	4	7.1		
Total		56	100.0		

TRAINERS Choice of Trainers

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Good	11	19.6	22.9	22.9
	2 Satisfactory	34	60.7	70.8	93.8
	3 Unsatisfactory	3	5.4	6.3	100.0
	Total	48	85.7	100.0	
Missing	9 no answer	8	14.3		
Total		56	100.0		

INTERPRT Interpreter Assistance

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Good	15	26.8	30.6	30.6
	2 Satisfactory	31	55.4	63.3	93.9
	3 Unsatisfactory	3	5.4	6.1	100.0
	Total	49	87.5	100.0	
Missing	9 no answer	7	12.5		
Total		56	100.0		

STAFF Assistance of Event Staff

			Percent	Valid Percent	Cumulative Percent
Valid	1 Very Good	24	42.9	45.3	45.3
	2 Satisfactory	29	51.8	54.7	100.0
	Total	53	94.6	100.0	
Missing	9 no answer	3	5.4		
Total		56	100.0		

Applications Submitted & Picked Up for Future Submission--Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
APPSPICK Applications Picked Up	33	0	10	3.42	3.021
APPSSUB Applications Submitted	38	0	10	2.76	2.765
Valid N (listwise)	28				

2001 EMPLOYER EVALUATION DATA

TYPE Employer or Job Trainer

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Employer	19	73.1	76.0	76.0
	2 Job Trainer	6	23.1	24.0	100.0
	Total	25	96.2	100.0	
Missing	9 no answer	1	3.8		
Total		26	100.0		

TIME Time/Day of Event

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Good	24	92.3	92.3	92.3
	2 Satisfactory	2	7.7	7.7	100.0
	Total	26	100.0	100.0	

LOCATION Location of Event

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Good	22	84.6	84.6	84.6
	2 Satisfactory	4	15.4	15.4	100.0
	Total	26	100.0	100.0	

SPACE Space/Table Arrangement

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Good	15	57.7	57.7	57.7
	2 Satisfactory	10	38.5	38.5	96.2
	3 Unsatisfactory	1	3.8	3.8	100.0
	Total	26	100.0	100.0	

STAFF Assistance of Event Staff

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Good	25	96.2	100.0	100.0
Missing	9 no answer	1	3.8		
Total		26	100.0		

TURNOUT Turn-out of Participants

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Good	19	73.1	73.1	73.1
	2 Satisfactory	7	26.9	26.9	100.0
	Total	26	100.0	100.0	

QUALIFY Qualifications of Participants

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Good	8	30.8	32.0	32.0
	2 Satisfactory	15	57.7	60.0	92.0
	3 Unsatisfactory	2	7.7	8.0	100.0
	Total	25	96.2	100.0	
Missing	9 no answer	1	3.8		
Total		26	100.0		

Applications Distributed & Accepted--Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
APPSACC Applications Accepted	19	0	57	20.89	18.924
APPSDIST Applications Distributed	18	0	250	65.11	58.266
Valid N (listwise)	15				

FUTURE Participate in Future?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 yes	25	96.2	100.0	100.0
Missing	9 no answer	1	3.8		
Total		26	100.0		

2000 WORKER EVALUATION DATA (English)

PUBLICITY Publicity

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Good	32	48.5	50.8	50.8
	2 Satisfactory	28	42.4	44.4	95.2
	3 Unsatisfactory	3	4.5	4.8	100.0
	Total	63	95.5	100.0	
Missing	9 no answer	3	4.5		
Total		66	100.0		

TIME Time/Day of Event

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Good	43	65.2	67.2	67.2
	2 Satisfactory	21	31.8	32.8	100.0
	Total	64	97.0	100.0	
Missing	9 no answer	2	3.0		
Total		66	100.0		

LOCATION Location of Event

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Good	49	74.2	80.3	80.3
	2 Satisfactory	11	16.7	18.0	98.4
	3 Unsatisfactory	1	1.5	1.6	100.0
	Total	61	92.4	100.0	
Missing	9 no answer	5	7.6		
Total		66	100.0		

CHOICE Choice of Employers/Trainers

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Good	29	43.9	45.3	45.3
	2 Satisfactory	30	45.5	46.9	92.2
	3 Unsatisfactory	5	7.6	7.8	100.0
	Total	64	97.0	100.0	
Missing	9 no answer	2	3.0		
Total		66	100.0		

STAFF Assistance of Event Staff

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Good	39	59.1	65.0	65.0
	2 Satisfactory	20	30.3	33.3	98.3
	3 Unsatisfactory	1	1.5	1.7	100.0
	Total	60	90.9	100.0	
Missing	9 no answer	6	9.1		
Total		66	100.0		

Applications Submitted & Picked Up for Future Submission--Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
APPSPICK Applications Picked Up	53	0	15	2.66	3.032
APPSSUB Applications Submitted	59	0	10	2.07	2.565
Valid N (listwise)	52				

FUTURE Attend Fair in Future?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 yes	63	95.5	96.9	96.9
	2 no	2	3.0	3.1	100.0
	Total	65	98.5	100.0	
Missing	9 no answer	1	1.5		
Total		66	100.0		

MANUFEX Manufacturing Experience?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 yes	9	13.6	20.0	20.0
	2 no	36	54.5	80.0	100.0
	Total	45	68.2	100.0	
Missing	9 no answer	21	31.8		
Total		66	100.0		

MANUINT Manufacturing Interest?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 yes	12	18.2	28.6	28.6
	2 no	30	45.5	71.4	100.0
	Total	42	63.6	100.0	
Missing	9 no answer	24	36.4		
Total		66	100.0		

2000 WORKER EVALUATION DATA (Chinese)

PUBLICITY Publicity

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Good	12	37.5	41.4	41.4
	2 Satisfactory	17	53.1	58.6	100.0
	Total	29	90.6	100.0	
Missing	9 no answer	3	9.4		
Total		32	100.0		

TIME Time/Day of Event

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Good	12	37.5	41.4	41.4
	2 Satisfactory	16	50.0	55.2	96.6
	3 Unsatisfactory	1	3.1	3.4	100.0
	Total	29	90.6	100.0	
Missing	9 no answer	3	9.4		
Total		32	100.0		

LOCATION Location of Event

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Good	15	46.9	50.0	50.0
	2 Satisfactory	15	46.9	50.0	100.0
	Total	30	93.8	100.0	
Missing	9 no answer	2	6.3		
Total		32	100.0		

EMPLOYRS Choice of Employers

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Good	7	21.9	24.1	24.1
	2 Satisfactory	21	65.6	72.4	96.6
	3 Unsatisfactory	1	3.1	3.4	100.0
	Total	29	90.6	100.0	
Missing	9 no answer	3	9.4		
Total		32	100.0		

TRAINERS Choice of Trainers

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Good	8	25.0	28.6	28.6
	2 Satisfactory	19	59.4	67.9	96.4
	3 Unsatisfactory	1	3.1	3.6	100.0
	Total	28	87.5	100.0	
Missing	9 no answer	4	12.5		
Total		32	100.0		

INTERPRT Interpreter Assistance

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Good	8	25.0	27.6	27.6
	2 Satisfactory	20	62.5	69.0	96.6
	3 Unsatisfactory	1	3.1	3.4	100.0
	Total	29	90.6	100.0	
Missing	9 no answer	3	9.4		
Total		32	100.0		

STAFF Assistance of Event Staff

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Good	11	34.4	37.9	37.9
	2 Satisfactory	18	56.3	62.1	100.0
	Total	29	90.6	100.0	
Missing	9 no answer	3	9.4		
Total		32	100.0		

Applications Submitted & Picked Up for Future Submission--Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
APPSPICK Applications Picked Up	23	0	9	3.43	2.428
APPSSUB Applications Submitted	21	0	6	2.00	2.098
Valid N (listwise)	18				

2000 EMPLOYER EVALUATION DATA

TYPE Employer or Job Trainer

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Employer	11	68.8	73.3	73.3
	2 Job Trainer	4	25.0	26.7	100.0
	Total	15	93.8	100.0	
Missing	9 no answer	1	6.3		
Total		16	100.0		

TIME Time/Day of Event

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Good	14	87.5	87.5	87.5
	2 Satisfactory	2	12.5	12.5	100.0
	Total	16	100.0	100.0	

LOCATION Location of Event

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Good	13	81.3	81.3	81.3
	2 Satisfactory	3	18.8	18.8	100.0
	Total	16	100.0	100.0	

SPACE Space/Table Arrangement

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Good	11	68.8	68.8	68.8
	2 Satisfactory	5	31.3	31.3	100.0
	Total	16	100.0	100.0	

STAFF Assistance of Event Staff

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Good	12	75.0	75.0	75.0
	2 Satisfactory	4	25.0	25.0	100.0
	Total	16	100.0	100.0	

TURNOUT Turn-out of Participants

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Good	6	37.5	40.0	40.0
	2 Satisfactory	9	56.3	60.0	100.0
	Total	15	93.8	100.0	
Missing	9 no answer	1	6.3		
Total		16	100.0		

QUALIFY Qualifications of Participants

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Good	6	37.5	37.5	37.5
	2 Satisfactory	9	56.3	56.3	93.8
	3 Unsatisfactory	1	6.3	6.3	100.0
	Total	16	100.0	100.0	

Applications Distributed & Accepted--Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
APPSACC Applications Accepted	12	0	80	19.42	22.992
APPSDIST Applications Distributed	13	12	100	34.08	22.254
Valid N (listwise)	11				

1999 WORKER EVALUATION DATA (English)

PUBLICITY Publicity

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Good	16	29.1	29.6	29.6
	2 Satisfactory	33	60.0	61.1	90.7
	3 Unsatisfactory	5	9.1	9.3	100.0
	Total	54	98.2	100.0	
Missing	9 no answer	1	1.8		
Total		55	100.0		

TIME Time/Day of Event

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Good	30	54.5	56.6	56.6
	2 Satisfactory	21	38.2	39.6	96.2
	3 Unsatisfactory	2	3.6	3.8	100.0
	Total	53	96.4	100.0	
Missing	9 no answer	2	3.6		
Total		55	100.0		

LOCATION Location of Event

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Good	40	72.7	75.5	75.5
	2 Satisfactory	13	23.6	24.5	100.0
	Total	53	96.4	100.0	
Missing	9 no answer	2	3.6		
Total		55	100.0		

CHOICE Choice of Employers/Trainers

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Good	16	29.1	30.2	30.2
	2 Satisfactory	32	58.2	60.4	90.6
	3 Unsatisfactory	5	9.1	9.4	100.0
	Total	53	96.4	100.0	
Missing	9 no answer	2	3.6		
Total		55	100.0		

STAFF Assistance of Event Staff

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Good	26	47.3	51.0	51.0
	2 Satisfactory	24	43.6	47.1	98.0
	3 Unsatisfactory	1	1.8	2.0	100.0
	Total	51	92.7	100.0	
Missing	9 no answer	4	7.3		
Total		55	100.0		

Applications Submitted & Picked Up for Future Submission--Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
APPSPICK Applications Picked Up	47	0	10	3.57	3.119
APPSSUB Applications Submitted	47	0	9	2.94	2.730
Valid N (listwise)	45				

FUTURE Attend Fair in Future?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 yes	51	92.7	96.2	96.2
	2 no	2	3.6	3.8	100.0
	Total	53	96.4	100.0	
Missing	9 no answer	2	3.6		
Total		55	100.0		

1999 WORKER EVALUATION DATA (Chinese)

PUBLICITY Publicity

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Good	9	28.1	37.5	37.5
	2 Satisfactory	15	46.9	62.5	100.0
	Total	24	75.0	100.0	
Missing	9 no answer	8	25.0		
Total		32	100.0		

TIME Time/Day of Event

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Good	10	31.3	45.5	45.5
	2 Satisfactory	10	31.3	45.5	90.9
	3 Unsatisfactory	2	6.3	9.1	100.0
	Total	22	68.8	100.0	
Missing	9 no answer	10	31.3		
Total		32	100.0		

LOCATION Location of Event

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Good	12	37.5	50.0	50.0
	2 Satisfactory	12	37.5	50.0	100.0
	Total	24	75.0	100.0	
Missing	9 no answer	8	25.0		
Total		32	100.0		

EMPLOYRS Choice of Employers

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Good	6	18.8	33.3	33.3
	2 Satisfactory	11	34.4	61.1	94.4
	3 Unsatisfactory	1	3.1	5.6	100.0
	Total	18	56.3	100.0	
Missing	9 no answer	14	43.8		
Total		32	100.0		

TRAINERS Choice of Trainers

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Good	5	15.6	26.3	26.3
	2 Satisfactory	10	31.3	52.6	78.9
	3 Unsatisfactory	4	12.5	21.1	100.0
	Total	19	59.4	100.0	
Missing	9 no answer	13	40.6		
Total		32	100.0		

INTERPRT Interpreter Assistance

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Good	5	15.6	26.3	26.3
	2 Satisfactory	12	37.5	63.2	89.5
	3 Unsatisfactory	2	6.3	10.5	100.0
	Total	19	59.4	100.0	
Missing	9 no answer	13	40.6		
Total		32	100.0		

STAFF Assistance of Event Staff

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Good	9	28.1	36.0	36.0
	2 Satisfactory	14	43.8	56.0	92.0
	3 Unsatisfactory	2	6.3	8.0	100.0
	Total	25	78.1	100.0	
Missing	9 no answer	7	21.9		
Total		32	100.0		

Applications Submitted & Picked Up for Future Submission--Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
APPSPICK Applications Picked Up	26	0	10	3.23	3.011
APPSSUB Applications Submitted	27	0	8	1.81	2.202
Valid N (listwise)	25				

1999 EMPLOYER EVALUATION DATA

TYPE Employer or Job Trainer

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Employer	33	89.2	89.2	89.2
	2 Job Trainer	4	10.8	10.8	100.0
	Total	37	100.0	100.0	

TIME Time/Day of Event

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Good	32	86.5	86.5	86.5
	2 Satisfactory	5	13.5	13.5	100.0
	Total	37	100.0	100.0	

LOCATION Location of Event

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Good	32	86.5	88.9	88.9
	2 Satisfactory	4	10.8	11.1	100.0
	Total	36	97.3	100.0	
Missing	9 no answer	1	2.7		
Total		37	100.0		

SPACE Space/Table Arrangement

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Good	21	56.8	58.3	58.3
	2 Satisfactory	13	35.1	36.1	94.4
	3 Unsatisfactory	2	5.4	5.6	100.0
	Total	36	97.3	100.0	
Missing	9 no answer	1	2.7		
Total		37	100.0		

STAFF Assistance of Event Staff

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Good	30	81.1	83.3	83.3
	2 Satisfactory	6	16.2	16.7	100.0
	Total	36	97.3	100.0	
Missing	9 no answer	1	2.7		
Total		37	100.0		

TURNOUT Turn-out of Participants

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Good	18	48.6	48.6	48.6
	2 Satisfactory	17	45.9	45.9	94.6
	3 Unsatisfactory	2	5.4	5.4	100.0
	Total	37	100.0	100.0	

QUALIFY Qualifications of Participants

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Good	9	24.3	27.3	27.3
	2 Satisfactory	23	62.2	69.7	97.0
	3 Unsatisfactory	1	2.7	3.0	100.0
	Total	33	89.2	100.0	
Missing	9 no answer	4	10.8		
Total		37	100.0		

Applications Distributed & Accepted--Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
APPSACC Applications Accepted	31	2	52	22.87	12.994
APPSDIST Applications Distributed	26	5	200	57.96	44.996
Valid N (listwise)	24				

FUTURE Participate in Future?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 yes	35	94.6	100.0	100.0
Missing	9 no answer	2	5.4		
Total		37	100.0		

2003 Evaluation Comments

EMPLOYER

- ~A great fair! (A little hot in the room though.)
- ~Needs more space, more table room.
- ~More employer participation.
- ~The room was too hot. Lunch was excellent!! Add chips for lunch. Otherwise, it was great.... Nice job!
- ~Possibly try different location. Overall excellent. Thanks.
- ~Parking voucher.
- ~Little air conditioning—a bit hot at first. Thanks for the fans!
- ~Perhaps a sign marking the “Training Vendor Section” as participants thought we were companies.
- ~Air conditioning. More employers and fewer training agencies.

WORKER

- ~Just keep attracting more companies! Great to see this!
- ~These should be direct interviews, as you know person coming from far needs some satisfaction of interview. Just getting website is not solution. We can get sites from Google, Monster. But it was good to come here.
- ~Please offer more jobs fair for our communities.
- ~For me, it would have been better if there were more entry-level positions available. Overall, I thought it was good.
- ~Can have more companies participate.
- ~More publicity w/ local community based organizations.
- ~More is better.
- ~It will be great to include companies or hospitals that have research position.
- ~Need more employers in financial services if possible. Also, half of the advertised companies never showed up.
- ~More companies.
- ~Good.
- ~Air conditioning is bad at the promise.
- ~I thought the job fair was excellent!
- ~More job opportunity.
- ~More jobs.
- ~Room TOO hot. Would have liked more job rep.
- ~Have AC—very hot.
- ~Could be more positions available.
- ~It was a lot helpful for Asian communities.
- ~Is good. I like it. It support Asian community.
- ~Provide a summer opportunity job fair.
- ~Change location. More companies.

2001 Evaluation Comments

EMPLOYER

- ~Acoustics very poor. Difficult to hear & speak with applicants.
- ~A different day during the week.
- ~Health care focused job fair.
- ~Extend until 5:00—maybe not Friday. Good price!!
- ~Would have been more applications if we'd had any actual openings!
- ~More advance notice to companies.
- ~Need better AC or ventilation. Offer soft drinks (Coke) in addition to coffee & water. Tables were too close to each other.
- ~Saturday job fair.
- ~Bigger area—too loud—hard to talk to people.
- ~This year's turnout was great! Also a large # of employers/trainers. In fact, you may even consider a bigger space next year. At times the aisles were so crowded that movement was difficult. Thank you for a great event!
- ~It was a bit hot in the interview area.
- ~Waive the fee.
- ~Sticker/adhesive name tags instead of pins. Loved our location—close to food, trash, & people. Very good turnout.
- ~Participants who turned out wanted jobs NOT training programs. The attendees would have been better served if our human resources dept. was on site rather than our ed. & training dept. staff.
- ~Provide tablecloths & signs for tables.

WORKER

- ~Good.
- ~It was excellent.
- ~More employers attend these job fair.
- ~I hope have more employers attend job fair.
- ~More companies attending the event to provide technical opportunities for both entry-level and experienced job seekers.
- ~More technology co. could be more helpful.
- ~More employers, more IT positions please.
- ~More entry-level positions & employers (manufacturing, labor).
- ~More labor positions.
- ~I like to took with Jenny Lee about baking.
- ~Job fair or training fair on Saturday should be better than week day.
- ~Please keep going. Thanks.
- ~Not enough choice.
- ~Should be extended to late afternoon so people wouldn't have to take time of from work.

- ~More companies should join the fair.
- ~More companies.
- ~Good.
- ~Need more banking, finance, and investment firms.
- ~More varieties of job openings (teachers, office work, cs related work).
- ~Widen the ranges of social service positions. Would be more accessible if recruiters represent comprehensive field of jobs.
- ~Most employers participate in this job fair do not accept resumes. They usually suggest the job seekers to look into their websites. If I need to look at the websites, I don't really have to attend the job fair in person.
- ~Hope we can request you guys have to interview with us.
- ~More interest in high tech company.
- ~Great job fair.
- ~Refreshments & larger space. Crowded.
- ~Its interesting.
- ~More companies should be represented—Verizon, Home Depot....
- ~Put training providers in one area.
- ~Please contact me with other career fair opportunity.

2000 Evaluation Comments

EMPLOYER

- ~Very good and productive job fair this year—very organized.
- ~Room w/ better acoustics/air flow. Thanks for refreshments & healthy snacks.
- ~Thank you.

WORKER

- ~More companies (variety).
- ~If it is possible, I would enjoy seeing more companies represented.
- ~Bring in other non-profit groups.
- ~Focus on specific fields, ie: non-profit event, health event, etc...
- ~Park Plaza location is hard to find, please use a different place. Thanks!
- ~Larger, more companies.
- ~For future, it is good to do this kinds of event.
- ~Change location—hard to find parking spot.
- ~No comment. The job fair was pretty good.
- ~Plastic bags with handles to hold brochures, etc.!
- ~Good.
- ~Rcvd web address, business cards.
- ~I mostly saw job descriptions of avail. positions. That's okay too.
- ~More companies.
- ~To have more Asian job fair. More publicity.
- ~Advertise on S. Shore (Ledger).
- ~I suggestion longer hours.
- ~Only heard [about job fair] by chance. More employers/more advertising/hours to extend into the evening. There were very few employers, however, they were high profile quality employers which are sometimes not present @ larger fairs. Thanx!
- ~I suggest the job fair hours longer.
- ~It was great!
- ~A little bit longer—maybe 8-6 (within that realm) & more advertising about it.
- ~I came to meet employers for my job seeking customer.
- ~Great job!
- ~Pleased with employers effects.
- ~Larger space—the room a little small.

1999 Evaluation Comments

EMPLOYER

- ~Please try to have more educational opportunities present, ie Roxbury CC, UMass-Boston, etc. Thanks!
- ~You may want to have seating arrangements and a map to give applicants so they can find what they may be interested in more efficiently.
- ~More schools, ie NE Law, UMass-Boston, etc.
- ~Children's Museum allowed us to share [table]—we signed on late—completely my fault. We got what we were looking for! Please contact me [re: future fairs].
- ~More students would be great—ie advertise the event to school career centers at schools would increase the number of student attendance. To other ethnic groups besides Chinese, advertisement of the job fair would also increase participation. Great job!!
- ~Set aside interview (area) table for on-site.
- ~It would be great to have the event outside, where more ventilation goes out. A bulletin board with all the participant's names, ie company names.
- ~Thanks!
- ~Had a great time.
- ~Good for visibility to community job training programs and clients to publicize what type of openings we have.

WORKER

- ~I represent an agency and was mainly doing networking and information-gathering for our programs. Can the hours be extended?
- ~The more the better.
- ~The scheduled time conflict with the final exam period of most of graduate program in Boston. Therefore, lots of students can't make it.
- ~It is very helpful.
- ~Collect resumes @ front & compile a brochure for employers future reference.
- ~Maybe a little later in the day would be easier for working people.
- ~More companies.
- ~More job openings.
- ~I'd offer better refreshments.
- ~Have more jobs.
- ~The flow is not well organized. The signage of co. is not clear at all!
- ~I didn't hear very much about this event until the actual day.
- ~Longer hours and location with ample parking.
- ~I believe it will be nice if there is a couple more of technical companies participating the job fair.
- ~Extend the hours—had to go to work late.
- ~Great. Keep it up. Have more of those wanting better qualified job seekers→researcher, teacher, journalists, etc.

~More job trainers & employers.

~Open till 7:00-9:00 pm would be helpful.

~The recruiting companies are not prepared for the Chinese community. The jobs are mainly for people who speak very good English. No translation help available.

APPENDIX C:
Surveys Developed for ACDC's Future Implementation

Asian Community Development Corporation

Job Fair Survey: Worker

ACDC has developed this survey to gain information and insight from the workers who attend their annual job fair. The data collected from this survey will be used to evaluate how well ACDC's job fair is meeting the needs of the community. This survey is anonymous, your identity will not be revealed. Remember that you do not have to answer all of the questions.

Thank you for choosing to complete this survey. First we would like you to supply us with some information and insights about the ACDC job fair. *Please fill in the correct answer in the space provided, or place an "X" next to the correct answer.*

1.) How did you hear about the ACDC job fair?

- ☐ Flyer
- ☐ Job agency
- ☐ Internet
- ☐ Word of mouth (a friend, or relative)
- ☐ Other (please explain below)

2.) Please rate the ACDC job fair in the following areas. If you have attended other job fairs in the past, please think about the ACDC job fair in comparison to the other job fairs.

Job Fair Components	Very Poor	Poor	Fair	Good	Very Good
Organization					
Convenience					
Selection of businesses					
How your skill level compares with the jobs that were available					

If you rated the ACDC job fair as "poor", or "very poor" in any of the Job Fair Components please explain why.

Please go onto the next page to answer just a few more questions.

3.) How many resumes did you drop off today? _____

4.) How many interviews with businesses did you set up today? _____

5.) What type of companies did you talk to most today? (Please check all that apply) _____

- ☐ Retail
- ☐ Restaurant (food retail)
- ☐ Service
- ☐ Manufacturing
- ☐ Job training agency
- ☐ Other (please explain below)

Some people feel that the selection of businesses at the job fair was just right for the kinds of work they want to find. Others may feel that the selection does not meet the needs of the Asian community.

6.) Were you satisfied with the selection of businesses today? ☐ Yes ☐ No

If no, What other types of businesses would you like to see in the future? (Please explain below)

Thank you for answering some questions about the job fair. Now we would like to get some information about you. Please fill in the correct answer in the space provided, or place an "X" next to the correct answer.

7.) Are you male or female? ☐ Male ☐ Female

8.) What ethnicity do you consider yourself? _____

9.) What zip code do you live within? _____

10.) How old are you? _____

11.) Are you currently employed? ☐ Yes ☐ No

12.) What is your highest level of education?

- | | | |
|--|---|--|
| <input type="checkbox"/> Elementary School | <input type="checkbox"/> Some High School | <input type="checkbox"/> High School Diploma |
| <input type="checkbox"/> Some College | <input type="checkbox"/> College Degree | <input type="checkbox"/> Beyond College |

13.) How well do you speak English?

- ☐ Not at all ☐ Poorly ☐ Fairly ☐ Good ☐ Fluent

Thank you very much for your time and commitment to finishing this survey. Your help is greatly appreciated and will serve to improve the ACDC job fair in the future.

Asian Community Development Corporation

Job Fair Survey: Worker Phase II

Hello, our records indicate that you participated in the ACDC job fair this past year. We are sending out this follow up survey to try and measure the effectiveness of the job fair, and to take your suggestions to create a better job fair next year. Thank you for attending the ACDC job fair, and we appreciate your time in helping us to evaluate it. This survey will be held confidential, and remember that you do not have to answer any questions that you do not wish to answer.

First we would like to find out some information about you.

- 1.) Are you male or female? ☐ Male ☐ Female
- 2.) What ethnicity do you consider yourself? _____
- 3.) What zip code do you live within? _____
- 4.) How old are you? _____
- 5.) What is your highest level of education?
☐ Elementary School ☐ Some High School ☐ High School Diploma
☐ Some College ☐ College Degree ☐ Beyond College
- 6.) How well do you speak English?
☐ Not at all ☐ Poorly ☐ Fairly ☐ Good ☐ Fluent

Thank you for answering some questions about yourself. Now we would like to find out some information about how well the job fair served you.

- 7.) Are you currently employed? ☐ Yes ☐ No

If Yes, did you obtain your job because of an offer from a business at the ACDC job fair? ☐ Yes ☐ No

If you are not currently employed, Did you receive any job offers from a business at the ACDC job fair? ☐ Yes ☐ No

If you received any job offers from businesses at the ACDC job fair, what industry did they represent?

- ☐ Food Retail ☐ Retail
☐ Commercial ☐ Restaurant
☐ Service ☐ Business Services
☐ Other (please explain below)

Thank you very much for your time and consideration for this survey!

Asian Community Development Corporation

Job Fair Survey: Business

ACDC has developed this survey to gain information and insight from the businesses that attend their annual job fair. The data collected from this survey will be used to evaluate how well ACDC's job fair is meeting the needs of the community. This survey is anonymous, your businesses identity will not be revealed. Remember you do not have to answer all of the questions.

Thank you for choosing to complete this survey. First we would like to get some information about your business. Please fill in the correct answer in the space provided, or place an "X" next to the correct answer.

1.) What type of business do you represent?

- ☐ Retail
- ☐ Restaurant (food retail)
- ☐ Service
- ☐ Manufacturing
- ☐ Job training agency
- ☐ Other (please explain below)

2.) Approximately how many full-time people are employed at the business you represent?

☐ Less than 5 ☐ 5-10 ☐ 10-20 ☐ 20-50 ☐ More than 50

3.) Approximately how many part-time people are employed at the business you represent?

☐ Less than 5 ☐ 5-10 ☐ 10-20 ☐ 20-50 ☐ More than 50

4.) Are most of the employees at the business you represent part of a specific ethnic or racial group? ☐ Yes ☐ No

If Yes, What ethnic or racial group? _____

Thank you for answering the questions about your business. Now we would like to ask you some questions concerning your views about the ACDC job fair. Please fill in the correct answer in the space provided, or place an "X" next to the correct answer.

5.) Has the business that you represent ever attended the ACDC job fair before this year? ☐ Yes ☐ No

6.) Does the business that you represent attend other job fairs on a regular basis? ☐ Yes ☐ No

Please go onto the next page to answer a few more questions

7.) Please rate the ACDC job fair in the following areas. If your business attends other job fairs, please think about the ACDC job fair in comparison to the other job fairs you may have attended.

Job Fair Components	Very Poor	Poor	Fair	Good	Very Good
Organization					
Convenience					
Skill level of job-seekers					
Pertinence of skill set of job-seekers for your business					

If you rated the ACDC job fair as "poor", or "very poor" in any of the Job Fair Components please explain why.

8.) How many resumes did you collect at the ACDC job fair today? _____

9.) How many interviews did you set up at the ACDC job fair, with potential future workers, today? _____

10.) Will you consider attending the ACDC job fair in the future? ____ Yes ____ No
If No, Why not?

Please use the space below (and the back of this sheet if needed) to make any suggestions that could improve the job fair in the future. For example, any problems or issues you may have encountered.

Thank you very much for your time and commitment to finishing this survey. Your help is greatly appreciated and will serve to improve the ACDC job fair in the future.

Boston Chinatown Business Survey

This survey is intended to gather business information from the Boston Chinatown area. The Asian Community Development Corporation will use the results of the survey to focus future economic development practice. The results will be analyzed anonymously, but feel free to leave any question you feel uncomfortable answering blank. Thank you very much for your participation!

First we would like to ask you a little bit about your business. Please fill in the blank space, or place an X next to the correct answer.

1.) What type of business do you run?

- ☐ Food Retail
- ☐ Retail
- ☐ Commercial
- ☐ Restaurant
- ☐ Service
- ☐ Business Services
- ☐ Other (please explain below)

2. Do you own the business? ☐ Yes ☐ No

3. How many people are currently employed at your business? _____

Thank you for answering the business questions. Next we would like to gather some information about your customers. Please fill in the blank space, or place an X next to the correct answer.

4. Which would you consider most of your customers?

- ☐ Local ☐ Tourist ☐ Even Mix

5. What ethnicity are most of your customers? _____

6. About how many people enter your business on a weekday?

- ☐ Less than 10 ☐ 10-20 ☐ 20-30 ☐ 30-40 ☐ 40-50 ☐ More than 50

7. About how many people enter your business on a weekend?

- ☐ Less than 10 ☐ 10-20 ☐ 20-30 ☐ 30-40 ☐ 40-50 ☐ More than 50

8. What is the busiest season for you?

- ☐ Summer ☐ Fall ☐ Winter ☐ Spring ☐ All seasons are similar

9. About how much money does each customer spend?

- ☐ Less than \$10 ☐ \$10-25 ☐ \$25-50 ☐ \$50-75 ☐ \$75-100 ☐ More than \$100

Thank you for providing us information about your customers. Please go on to the next page to answer just a few more questions.

Boston Chinatown Business Survey

Thank you for your help so far. Now we would like to ask you questions concerning your business and possible areas of improvement for your business, and the Chinatown area. Please place an X in the appropriate box.

10. Please let us know what you would rate the following business issues for the Chinatown area.

Aspect of business	Very Poor	Poor	Satisfactory	Good	Very Good
Availability of customer parking					
Your ability to advertise					
Community support for your business					
Ability to expand your business					
Availability of new workers					

For the following questions please fill in the blank or place an X next to the appropriate answer.

11. What ethnicity do you consider yourself? _____

12. What language, or languages do you speak? _____

13. What zip code do you live in? _____

14. Do you currently need to hire more workers? ___Yes ___No

If yes, Please use the space below to explain the type of workers are you looking to hire? (For instance please specify and special skills that may be needed)

15. Have you heard about the Asian Community Development Corporation job fair? ☐ Yes ☐ No

16. Would you use a job fair to help recruit workers? ☐ Yes ☐ No

17. What ethnicity are most of your workers? _____

18. Are most of your workers from Chinatown? _____

19. What wage do you pay the typical new worker? _____

20. Have you heard of the Empowerment Zone Tax Credit? ☐ Yes ☐ No

If yes, are you currently taking advantage of the Empowerment Zone Tax Credit?
☐ Yes ☐ No

Thank you very much for your participation in this survey. Your answers are very important to this study, and we greatly appreciate your time and effort. Thanks again!

APPENDIX D:
Surveys used for other Job Fair Providers

Asian Community Development Corporation Job Fair Survey:

ACDC has developed this survey to gain information and insight from other job fairs. The data collected from this survey will be used to compare how well ACDC's job fair is meeting the needs of the community. This survey is anonymous. But remembers that you do not have to answer all of the questions.

1. How many participants employers are there in the job fair in an average year?

☐ 19 or less ☐ 20-49 ☐ 50-99 ☐ more than 100

2. What type of job categories participate in your job fair? List the best 3 industries that attended the most.

Industry:

☐ Food Retail ☐ Retail ☐ Commercial ☐ Restaurant ☐ Manufacturing
☐ Health Care ☐ Child Care ☐ Finance ☐ Hospitality ☐ Education
☐ Landscaping ☐ Entertainment ☐ Other (please explain below)

Function

☐ Administrative ☐ Sales ☐ Marketing ☐ Supervisor ☐ Manager
☐ Customer Service ☐ Teacher ☐ Other (please explain below)

3. What are the necessary skills that companies ask for or look for? Please list the best 3.

☐ English (speaking) ☐ English (writing) ☐ English (both) ☐ Internet (research skill)
☐ Basic computer skills (eg;word,excel,) ☐ Other skills (if any)

If you say "yes" to the "other skills", What other skills do companies look for? (Please explain below)

4. How many applications/resumes the average companies receive at the fair?

☐ less than 10 ☐ 11-21 ☐ 22-32 ☐ 33-43 ☐ 44 or more

5. How many companies that participated in your job fair return to your job fairs in the following year?

☐ less than 19% ☐ 20-49% ☐ 50%-79% ☐ More than 80%

Have you had any feed back from the companies that make you change your job fair structure, if any?
(Please explain below)

Thank you for answering questions. Next we would like to gather some information about participants in your job fairs. Please fill in the blank space, or place an X next to the correct answer.

1. How many job seekers are there in the job fair in average?

☐ 100 or less ☐ 101-400 ☐ 401-700 ☐ 701-1000 ☐ 1000 or more

2. Approximately what percentage of job seekers at your job fairs has these nationalities?

Chinese	<input type="checkbox"/> less than 19%	<input type="checkbox"/> 20-49%	<input type="checkbox"/> 50%- 79%	<input type="checkbox"/> More than 80%
Vietnamese	<input type="checkbox"/> less than 19%	<input type="checkbox"/> 20-49%	<input type="checkbox"/> 50%- 79%	<input type="checkbox"/> More than 80%
Cambodian	<input type="checkbox"/> less than 19%	<input type="checkbox"/> 20-49%	<input type="checkbox"/> 50%- 79%	<input type="checkbox"/> More than 80%
Others	<input type="checkbox"/> less than 19%	<input type="checkbox"/> 20-49%	<input type="checkbox"/> 50%- 79%	<input type="checkbox"/> More than 80%

3. How many years of working experience do job seekers in your job fair have?

0 - 5 yrs	<input type="checkbox"/> less than 19%	<input type="checkbox"/> 20-49%	<input type="checkbox"/> 50%- 79%	<input type="checkbox"/> More than 80%
6 - 11 yrs	<input type="checkbox"/> less than 19%	<input type="checkbox"/> 20-49%	<input type="checkbox"/> 50%- 79%	<input type="checkbox"/> More than 80%
12 - 17 yrs	<input type="checkbox"/> less than 19%	<input type="checkbox"/> 20-49%	<input type="checkbox"/> 50%- 79%	<input type="checkbox"/> More than 80%
18 - 23 yrs	<input type="checkbox"/> less than 19%	<input type="checkbox"/> 20-49%	<input type="checkbox"/> 50%- 79%	<input type="checkbox"/> More than 80%
24 or more	<input type="checkbox"/> less than 19%	<input type="checkbox"/> 20-49%	<input type="checkbox"/> 50%- 79%	<input type="checkbox"/> More than 80%

4. Education level of job seekers. Please, list the best 3 educational level of the job seekers.

☐ less than high school ☐ high school grad ☐ bachelor's degree ☐ master's degree or more

5. What skills do job seekers in your job fair usually have (if any). Please list the best 3.

☐ English (speaking) ☐ English (writing) ☐ English(both) ☐ Internet (research skill)
☐ Basic computer skills (eg;word,excel,) ☐ Other language(if any)

6. What types of job do job seekers look for? List the 3 most wanted industries and function.

Industries

<input type="checkbox"/> Food Retail	<input type="checkbox"/> Retail	<input type="checkbox"/> Commercial	<input type="checkbox"/> Restaurant	<input type="checkbox"/> Manufacturing
<input type="checkbox"/> Health Care	<input type="checkbox"/> Child Care	<input type="checkbox"/> Finance	<input type="checkbox"/> Hospitality	<input type="checkbox"/> Education
<input type="checkbox"/> Landscaping	<input type="checkbox"/> Entertainment	<input type="checkbox"/> Other (please explain below)		

Function

<input type="checkbox"/> Administrative	<input type="checkbox"/> Sales	<input type="checkbox"/> Marketing	<input type="checkbox"/> Supervisor	<input type="checkbox"/> Manager
<input type="checkbox"/> Customer Service	<input type="checkbox"/> Teacher	<input type="checkbox"/> Other (please explain below)		

7. What is the reaction of participants about your job fair?

Very poor	<input type="checkbox"/> less than 19%	<input type="checkbox"/> 20-49%	<input type="checkbox"/> 50%- 79%	<input type="checkbox"/> More than 80%
Poor	<input type="checkbox"/> less than 19%	<input type="checkbox"/> 20-49%	<input type="checkbox"/> 50%- 79%	<input type="checkbox"/> More than 80%
Satisfactory	<input type="checkbox"/> less than 19%	<input type="checkbox"/> 20-49%	<input type="checkbox"/> 50%- 79%	<input type="checkbox"/> More than 80%
Good	<input type="checkbox"/> less than 19%	<input type="checkbox"/> 20-49%	<input type="checkbox"/> 50%- 79%	<input type="checkbox"/> More than 80%
Very good	<input type="checkbox"/> less than 19%	<input type="checkbox"/> 20-49%	<input type="checkbox"/> 50%- 79%	<input type="checkbox"/> More than 80%

-Any major change that you made from the feed back?

Thank you for answering about the participants of your job fairs. Next we would like to gather some information about your job fairs. Please fill in the blank space, or place an X next to the correct answer.

1. What is the rate of job seekers getting jobs from this job fair?
☐ less than 19% ☐ 20-49% ☐ 50%- 79% ☐ More than 80%

2. How many people in total work for your job fair before and after the job fair (not including volunteers working at the job fair).
☐ Less than 2 ☐ 3-5 ☐ 6-8 ☐ 9 or more

3. How do you find the target participants (employee and employers)?
☐ Flyer ☐ Job agency ☐ Internet ☐ Word of mouth (a friend, or relative)
☐ Other (please explain below)

4. How do you reach them? Check all the ones that applicable to your case.
☐ Flyer ☐ Job agency ☐ Internet ☐ Word of mouth (a friend, or relative)
☐ Other (please explain below)

5. Do you work together with other community groups to have this job fair?
☐ Yes ☐ No

6. Do you have any training programs (promote or do it before hand to make the job seekers to be stronger candidates to get the job) along with this job fair?
☐ Yes ☐ No

Thank you very much for your time and commitment to finishing this survey. Your help is greatly appreciated and will serve to improve the ACDC job fair in the future.

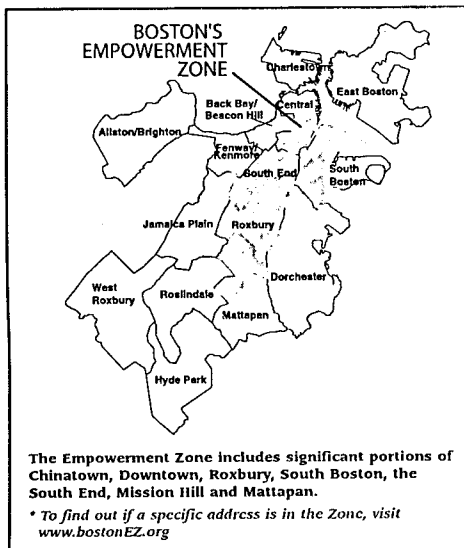
APPENDIX E:
Surveys used for contacting Other Organizations

Questions Asked to Other Asian Organizations in Boston Area

1. Do you have a job fair, and if not, would you be interested in participating in the ADC Job Fair in Chinatown?
2. Could you provide translators for your clients at the Job Fair?
3. What type of services do you provide? (if they respond with job training, ask question four)
4. Would you be interested in participating at the Job Fair as a job-training provider?
5. Can the ACDC contact you in the future for the Job Fair?

Thank you for your time!

APPENDIX F:
Empowerment Zone Reference Information



For additional business assistance information:

City of Boston
Department of Neighborhood Development
Office of Business Development
617-635-2000 www.cityofboston.gov/dnd/obd

City of Boston
Boston Redevelopment Authority
617-722-4300 www.cityofboston.gov/bra

Commonwealth of Massachusetts
Massachusetts Office of Business Development
617-973-8686 www.mass.gov/mobd

Commonwealth of Massachusetts
Division of Employment and Training
617-626-5363

Internal Revenue Service
800-829-1040 www.irs.gov

HUD Empowerment Zone/Enterprise Community
www.hud.gov

Small Business Administration
800-UASK-SBA (800-827-5722) www.sba.gov

U.S. Department of Labor
www.dolcta.gov



Thomas M. Menino
Mayor of Boston
Economic self-sufficiency for individuals, families, and communities. www.Boston.EZ.org

Boston Connects, Inc.
2201 Washington Street
Boston, MA 02119



Tax Incentive Information for Boston Empowerment Zone Businesses!



Thomas M. Menino
Mayor of Boston

Welcome to Boston's Empowerment Zone!

Many of Boston's core businesses can benefit from an understanding of the tax incentives available to them from Boston's Empowerment Zone. The financial, service, industrial, retail and commercial sectors can all improve their bottom line because part of Boston is a U.S. Department of Housing and Urban Development Empowerment Zone (EZ).

The thousands of dollars your business can save each year in salaries, property, and business expenses could help you expand your operations and increase profits with **minimal paperwork**. This brochure describes these tax benefits and identifies the agencies that support business development.

The assets of the Empowerment Zone include a strong and diverse labor pool; a Boston location; easy access to the regional transportation system; and certain tax advantages. Boston Connects Inc. can be a resource that provides you with technical assistance and connecting you with Zone residents who are ready to work.

We encourage you to understand and to maximize use of these tax benefits to help expand your business. Please call the Boston Connects Inc. office at (617) 541-2670 for any assistance you may need.

More detailed information about the incentives listed in this brochure is available in
IRS Publication 954: Tax Incentives for Empowerment Zones and Other Distressed Communities,
 available on the web at: www.irs.gov/forms_pubs/pubs.html
 or by calling 800-829-3676.

Employee Related Tax Credits

Zone Wage Credit

- Federal tax credit of up to \$3,000 for each employee who lives and works in the Zone
- Available to any business for which employee performs substantially all its services in the Zone
- Must be employed for at least 90 days. For new and current employees

To Apply: Self-certification by employee and IRS Form 8844

$$\begin{array}{rclcl} & \times & & \times & .20 & = \\ \text{\#EZ employees} & & \text{Wage (up to \$15,000)} & & \text{Credit Rate} & \text{Zone Wage Credit} \end{array}$$

Work Opportunity Tax Credit

- Federal tax credit up to \$2,400 for each employee from certain groups with high unemployment rates (e.g. veterans, EZ summer youth, ex-felons and vocational rehabilitation referrals)
- Business can be anywhere and credit continues as long as the employee is hired
- Can be taken with the Zone Wage Credit but not Welfare to Work Tax Credit

To Apply: Certification of employee by MA Division of Employment & Training and IRS Forms 5884 and 8850

$$\begin{array}{rclcl} & \times & & \times & .40 & = \\ \text{\# WOTC employees} & & \text{Wage, up to \$6,000} & & \text{Credit Rate} & \text{WOT Wage Credit} \\ \text{working at least 400 hrs.} & & & & & \end{array}$$

Citywide Benefit

$$\begin{array}{rclcl} & \times & & \times & .25 & = \\ \text{\#WOTC employees} & & \text{Wage, up to \$6,000} & & \text{Credit Rate} & \text{WOT Wage Credit} \\ \text{working at least 120 hrs.} & & & & & \end{array}$$

Welfare to Work Tax Credit

- Federal tax credit up to \$8,500 over two years for each new employee who has received family assistance or welfare for 18 months or more.
- Business and employee can be anywhere
- Can be taken with the Zone Wage Credit but not the Work Opportunity Tax Credit

To Apply: Certification of employee by MA Division of Employment & Training and IRS Forms 8861 and 8850

$$\begin{array}{rclcl} & \times & & \times & .35 & = \\ \text{WtW employees} & & \text{Wage up to \$10,000} & & \text{Credit Rate} & \text{WtW Wage Credit} \\ \text{Working 1 year} & & & & & \end{array}$$

Citywide Benefit

$$\begin{array}{rclcl} & \times & & \times & .50 & = \\ \text{WtW employees} & & \text{Wage up to \$10,000} & & \text{Credit Rate} & \text{WtW Wage Credit} \\ \text{Working 2 years} & & & & & \end{array}$$

This brochure is provided for informational purposes only.

It should not be regarded as advice concerning eligibility for, or a basis for, computing any of the tax credits it discusses. Consult with a tax advisor or with the IRS. Please be advised that this brochure was not submitted for endorsement by the U.S. Department of Housing and Urban Development or the IRS.

Business Expense Related Tax Incentives

* Accelerated Depreciation on Purchase of Equipment and Machinery

- Increased Deduction of up to \$35,000 on all or part of depreciable property (equipment/machinery) in the first year of use
- Available to "Qualified Zone Businesses" on "Qualified Zone Property"

To Apply: IRS Publication 946 and Form 4562

$$\begin{array}{rclcl} & \times & & \times & .35 & = \\ \text{Cost of Qualified Equipment} & & & & \text{Assumed Federal Tax Rate} & \text{Taxes Saved} \\ \text{up to \$35,000} & & & & & \end{array}$$

Zone Benefit

* Reduced Capital Gains Taxes

- Exclusion of 60% of gain on the sale of stocks of an EZ business held more than 5 years
- Gain on the sale of an "Empowerment Zone Asset" held more than 1 year is not recognized if a replacement is acquired in 60 days
- Applicable to purchases after December 21, 2000 and by December 31, 2009

To Apply: IRS Publication 550

$$\begin{array}{rclcl} & \times & .60 & \times & .20 & = \\ \text{Amount of Gain from Appreciated} & & \text{\% Gain} & & \text{Federal} & \text{Taxes Saved} \\ \text{Stock held more than five years} & & \text{Excluded} & & \text{Tax Rate} & \end{array}$$

Zone Benefit

* Zone Facility Bonds

- Tax Exempt Bonds for extensive (min. \$2,000,000) construction, renovation or acquisition of large Zone-based commercial, retail or industrial property
- Financing of "Qualified Zone Property" with principal user a "Qualified Zone Business"
- Bonds are issued by state or local government

To Apply: Contact Boston Connects Inc.

Zone Benefit

New Markets Tax Credit

- Federal tax credit for investment of equity in a community development entity (CDE) certified by the US Treasury
- CDE's sell credits to investors, then use proceeds for equity, loans or financial services to business in low income areas.
- Credit is equal to 5% of investment between 2001 and 2003 and 6% between 2004 and 2007

To Apply: CDE applies to US Treasury for certification and tax credits, then sells credits to investors. See Section 45D of the Internal Revenue Code

Citywide Benefit

Environmental Cleanup Cost Deduction

- Deduction of "qualified Environmental Cleanup costs" in the tax year of payment or when the cost was incurred.
- For costs incurred after August 5, 1997 and before January 1, 2004.

To Apply: Include as "Other Deduction" on business tax returns and reference Section 198 of the Internal Revenue Code

Citywide Benefit

* These tax incentives are only available to a defined group of "Qualified Zone Businesses" (QZB). A QZB must be located within the EZ, and derive at least 50% of its income from business within the EZ.

~~XXXXXXXXXXXX~~

APPENDIX G:
Internal Review Board (IRB)
Protocol Review & Exemption

Project Title: Asian Community Development Corporation (ACDC) Job Fair Improvement

Principle Investigator(s): Shannon Barry, Timothy Potsaid, Pardis Saffari, Beau Schilz, Yukiko Yamaguchi

Principle Investigator(s) Signature: _____

Faculty Advisor if Student: Ann Rappaport, UEP

Funding Source: n/a

Today's Date: 02/11/2004 Date submitted to funding source: n/a

Campus Phone: 6-3850 Email: [REDACTED]

Campus Address: Shannon Barry, UEP-student mailboxes, 97 Talbot Ave., Medford

Location of Research: Various—Investigators will generally work from home, conducting brief phone or email interviews. An occasional on-site interview in Chinatown may occur.

1. Do you use human subjects in your research? ☒ YES ☐ NO
(if yes, follow the instructions below)

2. Has this research been reviewed by Tufts' IRB? ☐ YES ☒ NO
(if you answer no, but you think your project is exempt, select the exemption category from this form and explain why)

We believe that we qualify for Exemption #2. The project involves the interview of representatives of job training centers, Asian community development corporations/community groups, employer-participants in the ACDC job fair, and job fair organizers. All questions asked will relate to the subjects' work in workforce development and/or past job fair experience. No personal questions will be asked. (See sample questions in 3a.) Though subjects may be identified in our final report to ACDC (assuming they do not request confidentiality), their responses relating to workforce development/job fair experience could NOT "reasonably place the subject at risk of criminal or civil liability or be damaging to the subjects' financial standing, employability, or reputation." Our project does not carry a measurable risk of harm to anyone.

3. If the answer to number 2 was YES, then when was your proposal last reviewed (it must be within a year)?

Date n/a

If this is an annual continuation, go to number 9.

If you answered NO to question two or the review was greater than one year ago then you must answer the remaining questions on this form (use additional sheets if necessary). Even if your project is eventually ruled exempt by the IRB you still must complete this form. In addition, you must provide the following information:

(a) a description of what the subjects will do (an abbreviated version of your proposal may suffice for this, but be sure that enough information is provided so that the IRB can adequately judge the potential risks to human subjects);

Our research project will examine how to improve the Asian Community Development Corporation annual job fair. In order to determine the best methods by which to improve the job fair, we anticipate conducting brief interviews with subjects falling into four categories:

- 1) REPRESENTATIVES OF JOB TRAINING CENTERS,
- 2) REPRESENTATIVES OF LOCAL COMMUNITY DEVELOPMENT CORPS./ASIAN COMM. GROUPS,
- 3) EMPLOYER-PARTICIPANTS IN ACDC JOB FAIR, and
- 4) JOB FAIR ORGANIZERS.

All questions will relate to the subjects' work in workforce development and/or past job fair experience. No questions of a personal nature will be asked. Here follows a list of sample questions for subjects in each of the four categories:

1) REPRESENTATIVES OF LOCAL JOB TRAINING CENTERS—

- What job skills does your company provide training in?
- What occupation do you most commonly place your trainees in?
- What level of English-competency do your trainees have?

2) REPRESENTATIVES OF LOCAL COMMUNITY DEVELOPMENT CORPS./ASIAN COMM. GROUPS—

- Is there a need for additional workforce development efforts in your community?
- What marketing venues reach the greatest number of unemployed workers in your community?
- Would your group be willing to provide volunteers (translation, advertising, etc.) for the ACDC job fair?

3) EMPLOYER-PARTICIPANTS IN ACDC JOB FAIR—

- What skills are you looking for in potential employees?
- Approximately how many workers did you hire out of the ACDC job fair last year?
- What is the primary factor influencing your company to participate in the ACDC job fair?

4) JOB FAIR ORGANIZERS—

- How do you recruit your employers?
- What strategies have you found most effective in marketing your fair to workers?
- What percentage of your worker-participants are non-English speaking?

Most of the brief interviews will take place via phone or email. Some interviews may occur in-person or via postal mail. We anticipate a typical interview will take 5-10 minutes.

In addition to these interviews, our project team will also help ACDC to develop surveys that they can utilize in the future to attain feedback from job fair participants regarding the effectiveness of the fair. By the time these surveys are utilized by ACDC, however, this research project will have been concluded. Use of the surveys will be entirely at the discretion of ACDC, and survey administration and analysis will not relate in any way to Tufts University or the investigators named in this proposal.

(b) How many subjects you will be using;

Approximately 20-40 subjects

(c) How they will be recruited;

Subjects will initially be recruited through ACDC contacts or independent literature review. Some subject-to-subject referral may occur.

(d) Any specific characteristics of your population (e.g., age and gender);

None.

(e) A copy of your consent form; and

(f) a copy of your debriefing statement.

n/a

4. Is there any possibility of physical harm or pain to participants? _____ YES X NO.
If YES, please detail the potential source of this harm/pain and the justification for including the manipulation.

n/a

5. Is there any possibility of psychological harm to the participant? _____ YES X NO. If YES, please detail.

n/a

6. Does the research involve deception of the participants? _____ YES ___X___ NO. If YES, please detail.

n/a

7. Will the data and subject information be kept confidential? _____ YES ___X___ NO. If NO, please detail.

All data gathered will relate to the subjects' work in workforce development and/or job fair experience. No personal or compromising data will be collected. Therefore, we believe that confidentiality will be unnecessary to most (if not all) of our subjects. All subjects will be fully informed of the purpose of our research, and, when relevant, subjects' names and/or companies may be identified in our final report to ACDG. If a subject requests confidentiality, however, it will be provided.

8. Does your research involve the use of any potentially "compromised" population (e.g., children/minors, cognitively impaired individuals)? _____ YES ___X___ NO. If YES there may be additional concerns regarding the safeguarding of these individuals. Please read D.H.H.S 45 CFR 46 carefully, particularly subparts B, C and D. Below describe the precautions you are taking to insure that these subjects will be adequately protected.

n/a

9. For Continuing Review Either Annually or Earlier: Please provide the protocol summary and a status report on the progress of the research, including (i) the number of subjects accrued; (ii) a summary of any adverse events or unanticipated problems involving risks to subjects or others and of any withdrawal of subjects from the research or complaints about the research since the last IRB review; (iii) a summary of any relevant recent literature, findings obtained thus far, amendments or modifications to the research since the last review, any relevant multi-center trial reports, and any other relevant information, especially information about risks associated with the research; and (iv) a copy of the current informed consent document.

n/a

Six categories of exemption.

(1) Research conducted in established or commonly accepted educational settings, involving normal educational practices, such as (i) research on regular and special education instructional strategies, or (ii) research on the effectiveness of or the comparison among instructional techniques, curricula, or classroom management methods.

(2) Research involving the use of educational tests (cognitive, diagnostic, aptitude, achievement), survey procedures, interview procedures or observation of public behavior, unless: (i) information obtained is recorded in such a manner that human subjects can be identified, directly or through identifiers linked to the subjects; and (ii) any disclosure of the human subjects' responses outside the research could reasonably place the subjects at risk of criminal or civil liability or be damaging to the subjects' financial standing, employability, or reputation.

(3) Research involving the use of educational tests (cognitive, diagnostic, aptitude, achievement), survey procedures, interview procedures, or observation of public behavior that is not exempt under paragraph (b)(2) of this section, if: (i) the human subjects are elected or appointed public officials or candidates for public office; or (ii) Federal statute(s) require(s) without exception that the confidentiality of the personally identifiable information will be maintained throughout the research and thereafter.

(4) Research involving the collection or study of existing data, documents, records, pathological specimens, or diagnostic specimens, if these sources are publicly available or if the information is recorded

by the investigator in such a manner that subjects cannot be identified, directly or through identifiers linked to the subjects.

(5) Research and demonstration projects which are conducted by or subject to the approval of Department or Agency heads, and which are designed to study, evaluate, or otherwise examine: (i) Public benefit or service programs; (ii) procedures for obtaining benefits or services under those programs; (iii) possible changes in or alternatives to those programs or procedures; or (iv) possible changes in methods or levels of payment for benefits or services under those programs.

(6) Taste and food quality evaluation and consumer acceptance studies, (i) if wholesome foods without additives are consumed or (ii) if a food is consumed that contains a food ingredient at or below the level and for a use found to be safe, or agricultural chemical or environmental contaminant at or below the level found to be safe, by the Food and Drug Administration or approved by the Environmental Protection Agency or the Food Safety and Inspection Service of the U.S. Department of Agriculture.

Date: Tue, 17 Feb 2004 11:28:59 -0500
From: Theodore Liszczak <[REDACTED]>
Reply-To: Theodore Liszczak <[REDACTED]>
Subject: Your IRB Protocol
To: Shannon Barry <[REDACTED]>

Shannon,
Your protocol "Asian community development corporation (ACDC) job fair improvement" is exempt from IRB review. It falls under category (2) Research involving the use of educational tests (cognitive, diagnostic, aptitude, achievement), survey procedures, interview procedures or observation of public behavior, unless: (i) information obtained is recorded in such a manner that human subjects can be identified, directly or through identifiers linked to the subjects; and (ii) any disclosure of the human subjects' responses outside the research could reasonably place the subjects at risk of criminal or civil liability or be damaging to the subjects' financial standing, employability, or reputation.
If I may be of any assistance please contact me.
Sincerely,
Theodore Liszczak