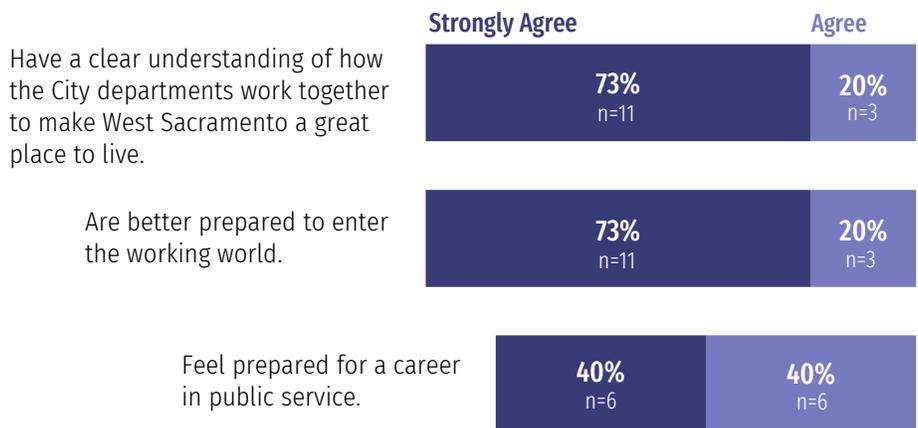


## Program Outcomes

Survey respondents showed **strong agreement** that **because of their participation in the Summer STEPS program** they...



Survey respondents also showed **increased interest in pursuing a career in public service** from **pre-program** participation to **completion** of the Summer STEPS program.



Overall, **100% of survey respondents** (n=15) **would recommend** the Summer STEPS program to others.

“As young, inexperienced students of varying ages, a chance to discover and learn about the real world is incredibly valuable. I am certain that after being a part of the Summer STEPS program that **I am more prepared to succeed in the real world.**”

– Summer STEPS Internship Participant

## About the Survey

The City of West Sacramento contracted with LPC Consulting Associates, Inc., (LPC) to develop the Summer STEPS Internship Survey. City staff plan to administer the survey annually to *gauge program outcomes, inform the design of the program, and assess the effectiveness of the digital badges*. City staff provided LPC with the anticipated program outcomes, and a list of program experiences and learning outcomes to inform survey development.

## Methodology

City of West Sacramento staff administered the survey for the first time at the end of the 2018 Summer STEPS program. To collect survey data, the Administrative Assistant who served as the main point of contact for the interns emailed the interns twice about the survey. The first email included information about, and a link to, the online survey, and the second email was a reminder to complete the survey.

## Data

The final survey sample included 15 interns (an **88% response rate**). Although 17 interns participated in the 2018 Summer STEPS cohort, two interns did not complete most of the survey questions and therefore were excluded from the analysis. Due to the small sample size, this summary of results includes both the number of responses and the percentage of respondents for each survey question to clearly communicate the findings.

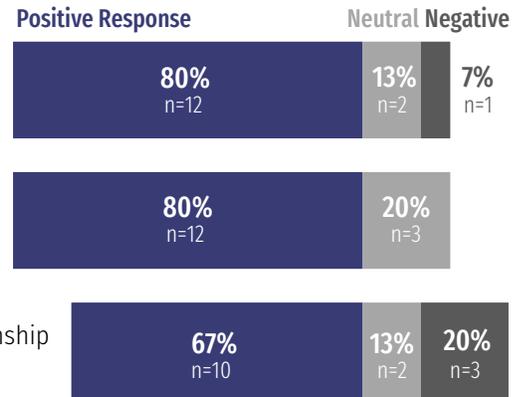
## LRNG Digital Badges

Summer STEPS program participants **responded positively** to obtaining their **LRNG Digital Badge as it related to their internship.**

Provided me with the necessary training to be an effective intern.

Allowed me to assume additional responsibility in my department/division.

Enhanced my internship experience.



In addition, **53% of survey respondents** (n=8) would consider **placing a link to their digital badge on their resume** and 28% (n=4) said they would also consider placing a link on their social media account.

## Program Experience & Learning Outcomes

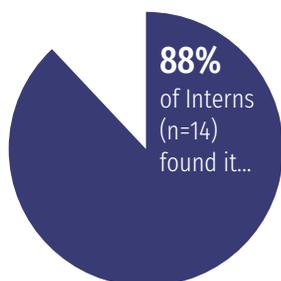
The survey asked interns to think about the totality of their Summer STEPS experience and then rate seven program components on a five-point scale (i.e., one of the best = 5, above average, average, below average, or one of the worst = 1). The graph below presents the **average score for each program component in rank order from the best to the worst.**



## Program Experience & Learning Outcomes (continued)

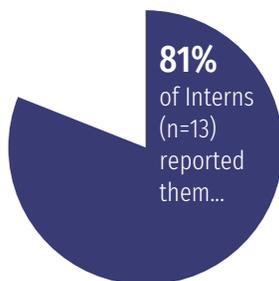
### Top 3 Summer STEPS Program Components

#### Lunch & Learn Series



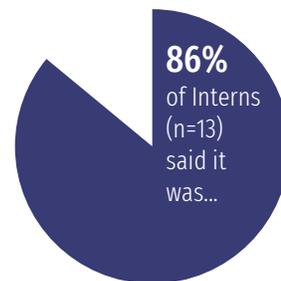
Effective/very effective for **increasing awareness about the diverse backgrounds** City staff bring to public service.

#### City Tours



Effective/very effective for **increasing knowledge about the variety of services** provided by the City of West Sacramento.

#### Public Service Career Readiness



Valuable/very valuable for **honing communication skills, gaining insights in the the educational backgrounds** leading to public service careers, and **increasing awareness of professional pathways** leading to careers in public service.

**City Council Procedure & Practices** | Most of the interns agreed/strongly agreed that observing a *City of West Sacramento City Council meeting* increased their understanding of how:

- Councilmembers evaluate the recommendations made by City staff (80%, n=12)
- City staff present policy recommendations to the City Council (75%, n=12)

**Customer Service Essentials “West Sacramento Connect”** | A majority of interns also agreed/strongly agreed that reviewing *West Sacramento Connect* with a department representative provided a broad view of the challenges City employees solve for the public (73%, n=11), whereas slightly more than half agreed/strongly agreed that they developed customer service skills through this exercise (60%, n=9).

**City Purchasing Practices** | Responses were almost evenly split between those interns who found reviewing the *City of West Sacramento’s purchasing practices* helpful/extremely helpful (46%, n=7) for understanding the City’s procurement practices, and those that believed it as somewhat helpful/not at all helpful for achieving that outcome (54%, n=8).

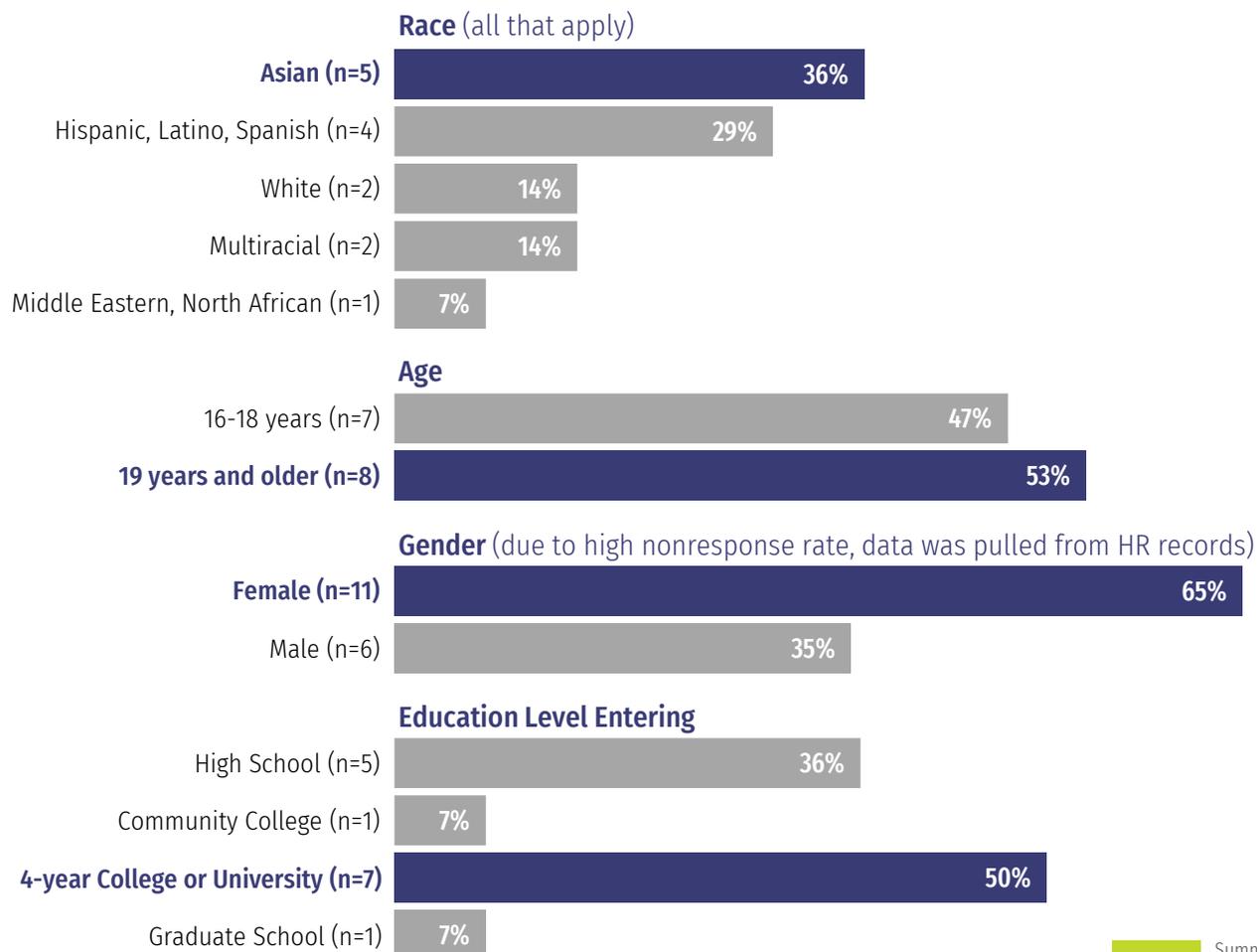
**City Revenue Analysis & Budgeting** | Interns were also split regarding the effectiveness of reading the article “*Understanding the Basics of Municipal Revenue in California: Cities, Counties, and Special Districts*” for increasing their knowledge of city revenue generation; fifty percent (50%, n=7) found the article effective and 50% (n=7) found it somewhat effective/not effective.

The intern’s opinions of the effectiveness of reading the article “*Budget Creation and Monitoring*” for increasing their knowledge of city budgeting were also split evenly between effective/very effective (50%, n=7) and somewhat effective/not effective (50%, n=7).

## Suggestions for Improvement from Summer STEPS Interns

- Provide a more **in-depth orientation** to review the administrative policy manual and how to use it and customer service skills.
- Extend the **length of the program** and add **more responsibilities** to provide an opportunity to apply knowledge gained.
- Make some **events optional** rather than mandatory to provide focused learning opportunities for interns of different ages and educational levels. Due to the varied education and age of interns, not all events were geared towards the entire intern cohort.
- Include a **mock interview** to provide an additional opportunity to practice those skills and for supervisors to give advice on how to hone those skills.
- Provide **more description** about the department tasks on the job application to inform expectations.

## 2018 Intern Cohort Profile



## Survey Data Tables

### Lunch & Learn

1. How effective was the Lunch and Learn Speakers series for increasing your awareness about the diverse backgrounds that City staff bring to public service?

	#	%
Very effective	57%	9
Effective	31%	5
Somewhat effective	6%	1
Not effective	6%	1

### City Tours

2. How effective were the City tours in increasing your knowledge about the variety of services provided by the City of West Sacramento?

	#	%
Very effective	68%	11
Effective	13%	2
Somewhat effective	13%	2
Not effective	6%	1

### City Purchasing Practices

3. How helpful was reviewing the City of West Sacramento's purchasing practices for gaining an understanding of the City's procurement process?

	#	%
Extremely helpful	6%	1
Helpful	40%	6
Somewhat helpful	27%	4
Not at all helpful	27%	4

### City Council Procedure & Practices

4.1 Observing the City Council meeting increased my understand of how: *City staff present policy recommendations to the City Council.*

	#	%
Strongly agree	31%	5
Agree	44%	7
Neither agree nor disagree	19%	3
Disagree	6%	1
Absolutely disagree	--	--

4.2 Observing the City Council meeting increased my understand of how: *The councilmembers evaluate the recommendations made by City staff.*

	#	%
Strongly agree	27%	4
Agree	53%	8
Neither agree nor disagree	13%	2
Disagree	7%	1
Absolutely disagree	--	--

### City Revenue Analysis & Budgeting

5. How effective was reading the Article "*Understanding the Basics of Municipal Revenues in California: Cities, Counties, and Special Districts*" for increasing your knowledge of city revenue generation?

	#	%
Very effective	--	--
Effective	50%	7
Somewhat effective	29%	4
Not effective	21%	3

6. How effective was reading the article "*Budget Creation and Monitoring*" for increasing your knowledge of city budgeting?

	#	%
Very effective	7%	1
Effective	43%	6
Somewhat effective	29%	4
Not effective	21%	3

### Customer Service Essentials "West Sacramento Connect"

7.1 Through reviewing West Sacramento Connect with my department representatives: *I developed customer service skills.*

	#	%
Strongly agree	40%	6
Agree	20%	3
Neither agree nor disagree	20%	3
Disagree	13%	2
Strongly disagree	7%	1

7.2 Through reviewing West Sacramento Connect with my department representatives: *I gained a broad view of the challenges City employees solve for the public.*

	#	%
Strongly agree	40%	6
Agree	33%	5
Neither agree nor disagree	13%	2
Disagree	7%	1
Strongly disagree	7%	1

### Public Service Career Readiness

8.1 Please indicate how valuable the experience was for: *Honing your communication skills.*

	#	%
Very valuable	40%	6
Valuable	47%	7
Somewhat valuable	--	--
Not at all valuable	13%	2

8.2 Please indicate how valuable the experience was for: *Gaining insights into the educational backgrounds that lead to public service careers.*

	#	%
Very valuable	40%	6
Valuable	46%	7
Somewhat valuable	7%	1
Not at all valuable	7%	1

8.3 Please indicate how valuable the experience was for: *Increasing your awareness of professional pathways that lead to careers in public service.*

	#	%
Very valuable	46%	7
Valuable	40%	6
Somewhat valuable	7%	1
Not at all valuable	7%	1

### Shared Experiences

9.1 How would you rate each of the following program components: *Lunch & Learn Speaker Series*

	#	%
One of the best	80%	12
Above average	6%	1
Average	7%	1
Below average	--	--
One of the worst	7%	1

9.2 How would you rate each of the following program components: *City Tours*

	#	%
One of the best	46%	7
Above average	40%	6
Average	7%	1
Below average	--	--
One of the worst	7%	1

9.3 How would you rate each of the following program components: *City Council Procedure & Practice*

	#	%
One of the best	14%	2
Above average	33%	5
Average	33%	5
Below average	20%	3
One of the worst	--	--

9.4 How would you rate each of the following program components: *City Purchasing Practices*

	#	%
One of the best	--	--
Above average	27%	4
Average	46%	7
Below average	27%	4
One of the worst	--	--

9.5 How would you rate each of the following program components: *City Revenue Analysis & Budgeting*

	#	%
One of the best	--	--
Above average	27%	4
Average	27%	4
Below average	46%	7
One of the worst	--	--

9.6 How would you rate each of the following program components: *Customer Service Essentials "West Sacramento Connect"*

	#	%
One of the best	--	--
Above average	40%	6
Average	47%	7
Below average	13%	2
One of the worst	--	--

9.7 How would you rate each of the following program components: *Public Service Career Readiness*

	#	%
One of the best	33%	5
Above average	40%	6
Average	27%	4
Below average	--	--
One of the worst	--	--

### LNRG Digital Badge

10.1 Obtaining my division/department badge through LNRG: *Enhanced by internship experience.*

	#	%
Strongly agree	47%	7
Agree	20%	3
Neither agree nor disagree	13%	2
Disagree	13%	2
Strongly disagree	7%	1

10.2 Obtaining my division/department badge through LNRG: *Provided me with the necessary training to be an effective intern.*

	#	%
Strongly agree	33%	5
Agree	47%	7
Neither agree nor disagree	13%	2
Disagree	7%	1
Strongly disagree	--	--

10.3 Obtaining my division/department badge through LNRG: *Allowed me to assume additional responsibility in my department/division.*

	#	%
Strongly agree	53%	8
Agree	27%	4
Neither agree nor disagree	20%	3
Disagree	--	--
Strongly disagree	--	--

11.1 Please indicate the degree to which you are considering placing a link to your digital badge on: *Social media*

	#	%
Definitely will	14%	2
Probably will	14%	2
Unsure	36%	5
Probably will not	29%	4
Definitely will not	7%	1

11.2 Please indicate the degree to which you are considering placing a link to your digital badge on: *Your resume*

	#	%
Definitely will	40%	6
Probably will	13%	2
Unsure	27%	4
Probably will not	13%	2
Definitely will not	7%	1

### Overall STEPS Program

12. Before participating in the Summer STEPS program, how interested were you in pursuing a career in public service?

	#	%
Very interested	40%	6
Interested	27%	4
Somewhat interested	20%	3
Not at all interested	13%	2

13. Now that you completed the program, how interested are you in pursuing a career in public service?

	#	%
Very interested	40%	6
Interested	47%	7
Somewhat interested	13%	2
Not at all interested	--	--

14.1 Because of participating in the Summer STEPS program: *I have a clear understanding of how the City departments work together to make West Sacramento a great place to live.*

	#	%
Strongly agree	73%	11
Agree	20%	3
Neither agree nor disagree	7%	1
Disagree	--	--
Strongly disagree	--	--

14.2 Because of participating in the Summer STEPS program: *I am better prepared to enter the working world.*

	#	%
Strongly agree	73%	11
Agree	20%	3
Neither agree nor disagree	7%	1
Disagree	--	--
Strongly disagree	--	--

14.3 Because of participating in the Summer STEPS program: *I feel prepared for a career in public service.*

	#	%
Strongly agree	40%	6
Agree	40%	6
Neither agree nor disagree	20%	3
Disagree	--	--
Strongly disagree	--	--

15. To what degree did the Summer STEPS program meet your expectations?

	#	%
Exceeded my expectations	36%	5
Fully met my expectations	43%	6
Partially met my expectations	21%	3
Did not meet my expectations at all	--	--

16. Would you recommend the Summer STEPS program to others?

	#	%
Yes	100%	15
Not sure	--	--
No	--	--

17. & 18. (see page 9)

19. How old are you?

	#	%
16	13%	2
17	20%	3
18	13%	2
19	13%	2
20	13%	2
21	7%	1
22	7%	1
23	7%	1
24 years of age or older	7%	1

20. Which of the following best describe your race? (check all that apply)

	#	%
American Indian or Alaskan Native	--	--
Asian	36%	5
Black or African American	--	--
Hispanic, Latino or Spanish origin	29%	4
Middle Eastern or North African	7%	1
Native Hawaiian or other Pacific Islander	--	--
White	14%	2
Multiracial	14%	2

21. What is your gender?

	#	%
Female	67%	8
Male	33%	4

22. What level of school are you entering in the upcoming school year?

	#	%
9th grade	--	--
10th grade	--	--
11th grade	14%	2
12th grade	22%	3
Community College	7%	1
4-year College or University	50%	7
Graduate School	7%	1

17. Would you recommend the Summer STEPS program to others?

A more in-depth orientation, a lot of the high school interns at least don't know what things are or where to find it, teaching them about things like the administrative policy manual and how to use it would be very beneficial as well as going over some customer service at the beginning.

If financially viable, extending the length of it and adding more responsibilities where interns can apply (not just accrue) the knowledge they acquired from reading manuals, documents, plans may make it a more comprehensive program. I'm sure

Perhaps a surprise mock interview would help interns prepare more for the real world. I realize that we were all interviewed before even obtaining a position as an intern, but extra practice would most definitely help. Having no time to prepare means many mistakes and improvisation during the process, but in creating an environment where interns are bound to make mistakes, supervisors will be able to better identify areas of improvement and interns will receive quality advice.

The Summer STEPS program job application should have a better detailed format of the description that is put for the applicant. The tasks that were listed on the application for each department were not very specific on what each intern was going to focus on and I feel like it should have been, to know what is to be expected.

Mr. Hosley and Mr. Robinson are the best supervisors I could ever hope for. Along with Alisha Singh and Monica Archuleta, they made my experience in the STEPS Internship one of the best of my life. They have all been very cordial toward me, made me feel as if I was a full-time employee, treated me as if I were a permanent team member, were willing and able to guide me through my pre-professional questions and projects, and provided me a fun and enriching experience with everything I was assigned in the community relations division. I did not enjoy the City tours/Lunch and Learns at all, but other than that, I absolutely loved being a part of the Summer STEPS program. I sincerely hope to participate in it in the future.

I have no clue on understanding the Basics of Municipal Revenues in California: Cities, Counties and Special Districts.

Making some of the events optional rather than required, with all the interns in different age groups/at different educational levels some of the events weren't geared toward everyone.

18. Do you have any additional comments?

Thanks for the incredible opportunity!

Amazing program:)

I loved the STEPS program! Just being able to be in the office and have a glimpse at the interactions, problems, projects workers have to deal with was a huge eye opener. I am very thankful that the city was so generous to offer this paid internship- especially because interns gained much more out of the internship (shadowing, borrowing time from workers) than the city might have from them.

To whom it may concern, I am deeply thankful for the opportunity that not only I was given, but for many of the other interns is as well. As young, inexperienced students of varying ages, a chance to discover and learn about the real world is incredibly valuable. I am certain that after being a part of the Summer STEPS program that I am more prepared to succeed in the real world. Thank you for the multitude of activities provided on a daily basis and for the everything that you have provided to us interns: the lunch & learns, the city tours, most importantly—the knowledge which will help us all better prepare for integration into the workforce. Thank you for everything that you have done for us.

I enjoyed working with everyone in my department especially because everyone who works here for the City of West Sacramento is very friendly and helpful which created a positive work environment. Overall, I had a good experience and I learned a lot from this internship, I'm glad I got to go through this 8-week internship.

Thank you to everyone I met at the City of West Sacramento, for making my time here one of the most fulfilling and wonderful periods of my life. I hope to see you all soon.

Summer STEPS internship really help me obtain work experience to move forward in my career.

I have not found the digital badges to be all that helpful outside of this internship, I understand that they are still a new concept but if others do not know what they are or are uninterested in them, it is not necessarily motivating to complete the badges again.

I enjoyed my experience working in CDD, but I mainly enjoyed the people I was working with!