



Canadian Society for Medical Laboratory Science
Société canadienne de science de laboratoire médical

Newly Certified Graduate Employment Survey

2017 Graduates

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Executive Summary

Survey Purpose

This survey examines the employment rate of medical laboratory professionals who were successful in passing the Canadian Society for Medical Laboratory Science (CSMLS) certification exam within a specified year. The employment information is focused on the graduate's experience one year after certification and the pathway taken to achieve this, including barriers and facilitators. It provides an indication of labour market need for professionals and employers as well as vital information for academic programs and students evaluating entrance into the profession.

Participants

The report analysis includes medical laboratory assistants (MLAs) and medical laboratory technologists (MLTs; general, clinical genetics and cytotechnologists) who passed their CSMLS certification exam in 2017 (February, June and October). Employment rates are recorded one year after each period in 2018. A total of 1,208 unique certified graduates completed the certification exam in 2017, resulting in a 32% (389/1,208) participation rate. Only two surveys were excluded because of incomplete answers, resulting in an N value of 387 for analysis (MLA = 38%, 147/387; MLT = 62%, 240/387).

Methodology

The survey was administered via SurveyMonkey in February, June and October 2018 for a three-week period at each time point.

Results

Ninety-five percent (227/238) of MLTs indicated that they were employed at the time of the survey compared to 74% (105/141) of MLAs. Of these survey participants, 96% (217/226) of the employed MLTs stated they were working in a job at their certification level, whereas 88% (92/105) employed MLAs stated the same.

Overall, 81% (157/195) of MLTs had a position at their certification level after three months and 93% (182/195) by six months, regardless of employment type or status. For employed MLAs overall, 66% (53/80) were working at their certification level within three months and 84% (67/80) by six months, which is less at both time points than MLTs.

The data shows the stability of MLT employment type and status for certification level positions, whereas the MLA participants experienced greater position stability moving into the labour market compared to previous years. However, MLAs are significantly more likely than MLTs to be working in a non-permanent certification level position and in a part-time or casual employment status year over year.

Thus, although employment has improved, there is a strong trend of employers hiring newly certified MLA graduates in precarious positions.

Conclusion

Overall, MLAs and MLTs continue to obtain employment post-graduation in a timely fashion, with speed picking up in the 2017 survey for the profession as a whole. Although initial position(s) may not be permanent full time, both groups are accepting of the current

marketplace, are acquiring certification positions faster and are satisfied with their profession during a time of health care system fiscal constraint and MLT shortages.

Newly Certified Graduate Employment Survey: 2017

Survey Purpose

This survey examines the employment rate of medical laboratory assistants (MLAs) and medical laboratory technologists (MLTs; general, clinical genetics and cytotechnologists) who passed the Canadian Society for Medical Laboratory Science (CSMLS) certification exam within a specified year. The employment information is focused on the graduate's experience one year after certification and the pathway taken to achieve this, including barriers and facilitators. It provides an indication of the labour market need for professionals and employers as well as vital information for academic programs and students evaluating entrance into the profession.

Survey Design Summary

Please note that the New Graduate Survey was renamed in 2016 to the Newly Certified Graduate Employment Survey, which better reflects the participant population and intent of the data gathering effort.

The New Graduate Survey was redesigned in 2014 for the 2015 calendar year, incorporating additional skip logic and refinement of questions compared to the previous processes. Thus, comparisons of the 2015 data (representing 2014 certification exam graduates) to years prior to 2014 may not be appropriate for specific items. For 2016 data (representing 2015 certification exam graduates) and later, a progression of these changes was continued as the methodology to disseminate the annual survey was reviewed by CSMLS and deemed necessary for enhanced statistical trending. A summary of the changes is provided:

Table 1: Survey Changes

Calendar Year (dissemination period)	Certification Exam Year (survey participant)	Methodological and Survey Comments
2014	2013	Data collection within 2014 and prior may not be comparable to current survey questions. Contact the Research and Special Initiatives Department at CSMLS for further details. Evaluation and redesign of survey was initiated with small question changes implemented in 2015.
2015	2014	Survey changes implemented. (referenced as the 2014 survey)
2016	2015	Internal processes were updated and survey methodology was reviewed. Additional changes to be implemented in 2017. Minimal impact on question structure. Renamed to the Newly Certified Graduate

		Survey. (referenced as the 2015 survey)
2017	2016	Methodology improvements were made, which resulted in the approximate doubling of participation rate. (referenced as the 2016 survey)
2018	2017	An internal review was conducted with no changes created to the survey methodology. Additional promotion of survey was conducted. Late in 2018, additional questions were included to identify employee retention within first positions. Results will be available in next year's report.

Survey questions have not been made mandatory and, thus, some n values differ between questions; however, the majority of participants responded consistently across time, indicating that this is an acceptable methodology for the population.

This report analyzes and compares responses provided by medical laboratory professionals (MLPs; includes MLAs and MLTs) as n values for each group were large enough.

An additional note of importance is that the CSMLS certification exam was reviewed and updated in 2015. This may or may not have an impact on the employment survey results in comparison to previous years when examining trends.

Survey Dissemination

The survey was administered via SurveyMonkey over approximately three-week periods in February, June and October 2018 and was sent to all CSMLS 2017 certification exam participants who successfully passed (Feb., Jun., and Oct. 2017 exams; all MLT and MLA exams).

A protocol was enacted to disseminate the survey through targeted emails using an extraction of potential participants from iMIS (criteria can be found in the CSMLS internal procedure documents).

Participant Demographics

A total of 1,208 unique certified graduates completed the certification exam in 2017 (referenced as the 2017 survey), resulting in a 32% (389/1,208) participation rate. This is similar to the 35% rate in 2016 and almost double the response rates from 2015 and 2014 (referenced as the 2015 survey and 2014 survey). The increase is due to changes in process methodology to disseminate the 2016 survey, which has continued.

Of the completed surveys in 2017, only two were excluded from the calculation. Of the remaining 387 participants used in the analysis within this report, 86% (332/387) were Canadian trained and only 14% (55/387) were internationally trained. More than half of the individuals completed their CSMLS 2017 certification exam in June (57%, 221/387), with the other graduates equally completing the exam in February (23%, 90/387) and October (20%,

90/387). Many graduates were CSMLS members at the time of their survey: 79% (189/238) of MLTs and 64% (90/141) of MLAs.

The MLT participation (62%, 240/387) was divided into general medical laboratory technologists (95%, 228/240), diagnostic cytotechnologists (2%, 4/240) and clinical genetics technologists (3%, 8/240). As the participation rate highly favoured the general category, as will be the case in all years, further analysis of the subgroups was not possible and, therefore, grouped with the profession instead. MLAs represented 38% (160/369) of all participants, which is a slightly lower proportion of participants compared to the previous year.

Academic Demographics

MLT and MLA participants were from a variety of schools across Canada, with greater diversity of academic institutions and provinces for MLTs than MLAs (see Appendix A).

Combining national and international training programs, the highest education level completed most often by MLTs was a bachelor's degree (49%, 117/239) followed by high school (23%, 56/239), with achievements between a high school diploma and a bachelor degree¹ equaling 18% (42/239). Ten percent of graduates (24/239) indicated academic advances beyond the bachelor's degree. For those that had completed some education but may not have finished it, 22% (52/293) were self-identified and had mainly completed some university courses in a science-related field. These results are fairly consistent with previous years of data.

MLA education data has seen a change across time. The highest and most prominent MLA education metrics by year were:

- 2014 – High school diploma (40%, 27/67) followed by a community college or CEGEP certificate diploma (19%, 13/67).
- 2015 – Bachelor's degree (41%, 27/66) followed by a community college or CEGEP certificate or diploma (15%, 10/66).
- 2016 – Bachelor's degree (33% (38/114) followed by a community college or CEGEP certificate or diploma (14%, 16/114).
- 2017 – Bachelor's degree (33%, 47/143) followed by a high school diploma (14%, 16/114).

Less than MLTs, 17% (24/141) of MLAs indicated completion of some education courses, which were not finalized by a degree or certificate. Many of these courses were associated with university or college science-based courses as in previous years.

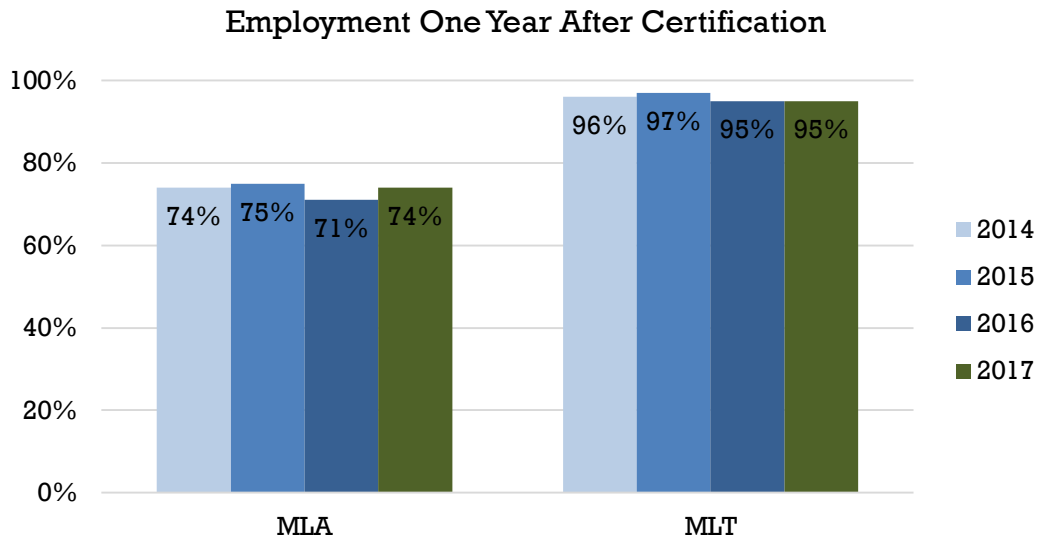
One Year Post Certification Employment Status

Ninety-five percent (227/238) of MLTs indicated that they were employed at the time of the survey compared to 74% (105/141) of MLAs. Of these survey participants, 96% (217/226) of the employed MLTs stated they were working in a job at their certification level, whereas 88% (92/105) employed MLAs stated the same.

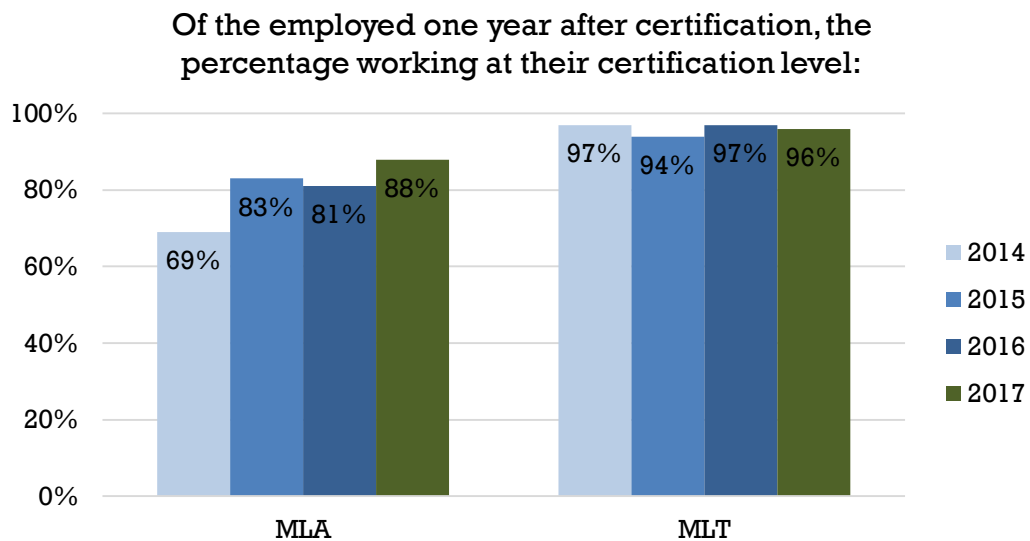
¹ Includes responses associated with the following options: Trade or vocational diploma or certificate, community college or CEGEP certificate or diploma, technical institute diploma or certificate and university diploma or certificate below bachelor's degree.

Year over year, results demonstrated the strong demand for MLTs and increasingly strong demand for MLAs in certified level positions. This is especially apparent for MLA graduates who have seen a dramatic increase of certified level employment one year after certification between 2014 and 2017, an increase of 19% (shown in Graph 2).

Graph 1: Employed at Certification Level



Graph 2: Employed at Certification Level

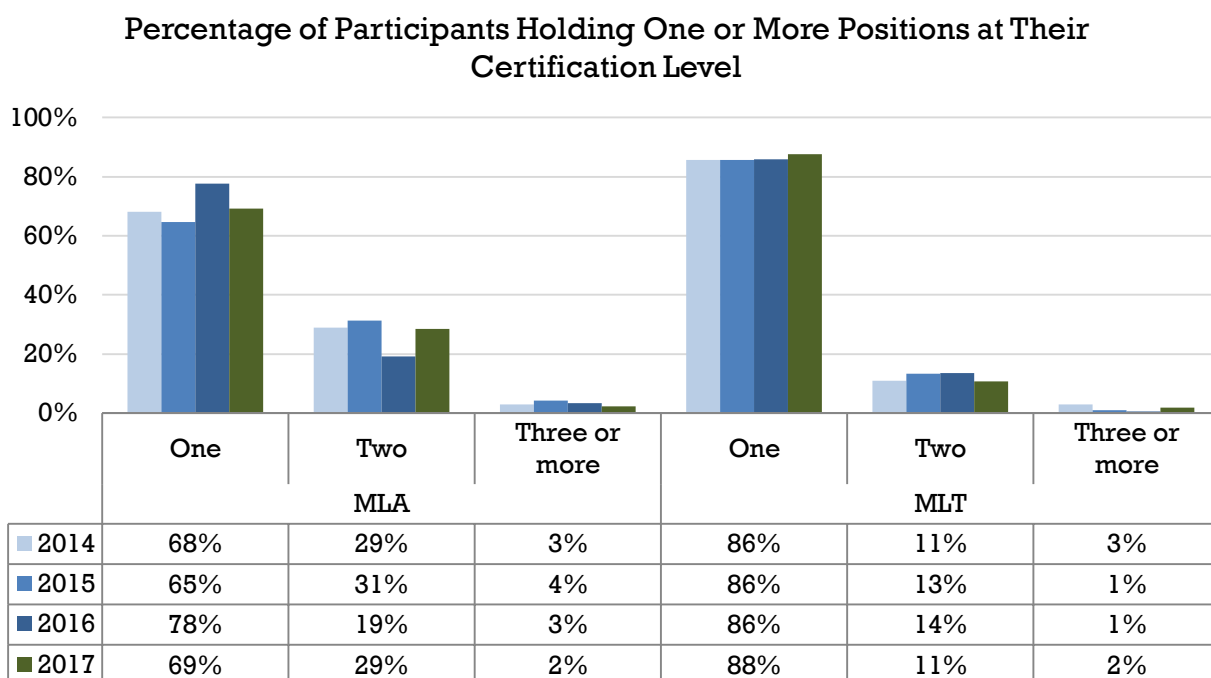


Of the nine MLT participants who were not working at their certification level, the majority indicated that the reason for this was because they “couldn’t find a job” at this level. All individuals were actively looking for work. Thirteen (12%, 13/105) employed MLA certified graduates who were not working at their certification level said that they were temporarily between jobs (1), couldn’t find a job or none were available (6) and/or cited “other” as the reason (6).

Certification Level Positions

MLAs and MLTs working at their certification level may or may not hold one or more positions. For MLTs, job stability within a single position was much more likely compared to the experience of MLAs, which is consistent with previous years. The results demonstrated that 13% (27/216) of MLTs had two or more jobs compared to the 31% (28/91) of MLAs. This difference speaks to the current labour market requirements of employers, referencing the hiring of MLTs perhaps due to shortages and retirements. The graph below shows the stability of employment at certification level for MLTs, whereas the MLA participants experienced greater position instability moving into the labour market and this varies across time.

Graph 3: Certification Level Positions



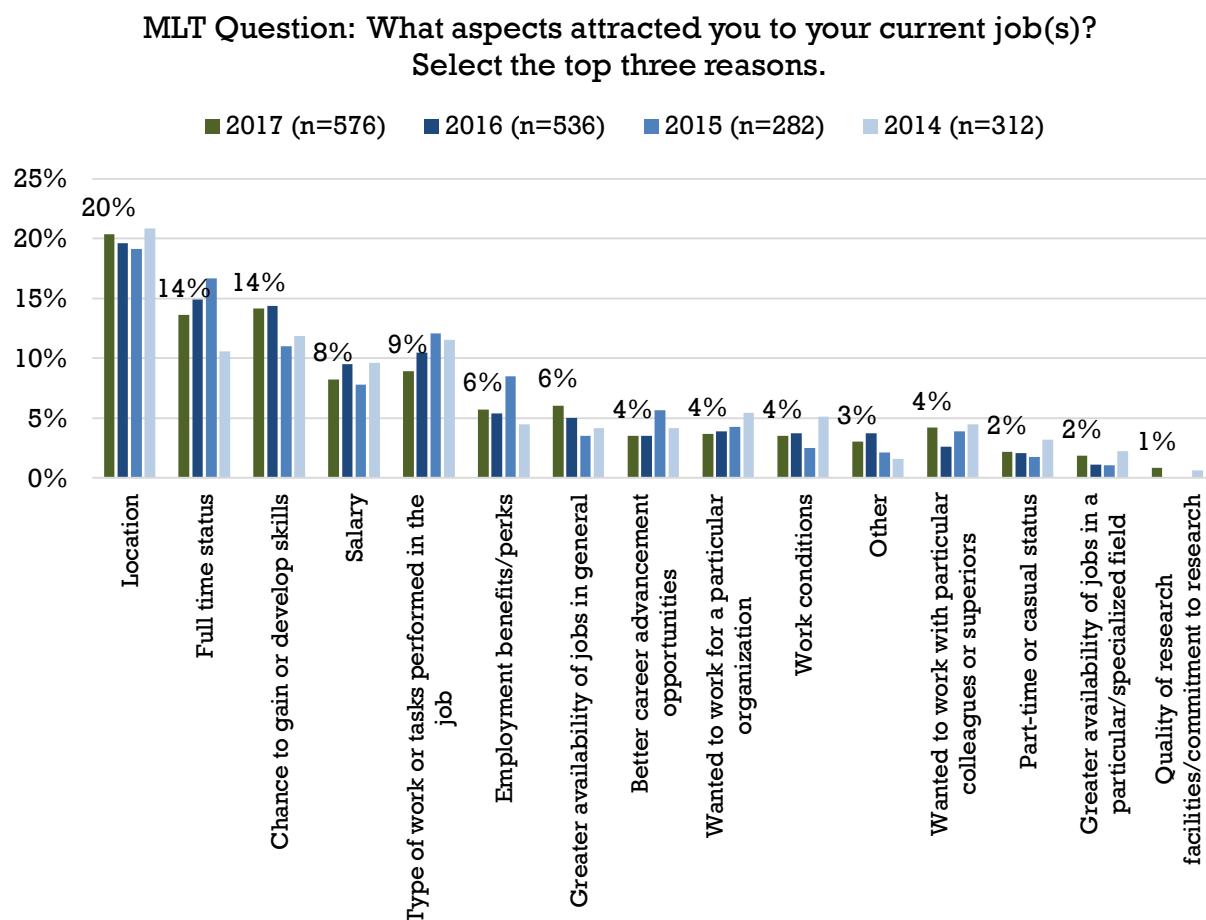
New MLT graduates typically found their position(s) by answering a job ad on the Internet (47%, 96/206), were approached/contacted directly by an employer (21%, 43/206) or contacted an employer directly (10%, 21/206). This represents 78% (160/206) of the methods used to find a position. In the 2017 survey, 48% (97/203) of newly MLT certified graduates found a position at their academic clinical placement location compared to 42% (78/185) in 2016, 40% (38/96) in 2015 and 51% (54/105) in the 2014 survey.

Forty-seven percent (50/106) of MLT participants said that they did not move for a position. When the remaining participants were directly asked about where they moved from and to, those who were not employed at their clinical placement indicated that 18% (19/106) moved to another province, 33% (35/106) moved to another part of the same province and 2% (2/106) moved to another country to gain employment. Patterns associated with moves showed no consistency other than the majority of relocations were associated between

Ontario, Alberta, British Columbia and Saskatchewan. Overall, these results indicate that a small portion of employment is available to MLTs near or at their clinical placement sites as well as opportunities arising in other locations across Canada.

As in the previous years, location was the number one reason MLT participants chose their position. In 2014 data, there was a drastic drop in the second and third most often chosen reasons, which included a change to gain or develop skills and desire for the type of work or tasks performed on the job. Interestingly, this was then followed by full-time employment status and salary potential, suggesting (and reflective of the data discussed thus far) that obtaining employment is not a fear of graduates and, therefore, more abstract concepts of picking a position can be valued higher. Results for 2015 data showed a different pattern. For MLTs, obtaining a full-time job status was more important that year (increased from 11% to 17%). Within 2016 and 2017 survey data, which held the same top three choices, MLTs continued to give great importance to location and full-time status. A chance to gain or develop skills was elevated to the third choice, as in the 2014 survey data.

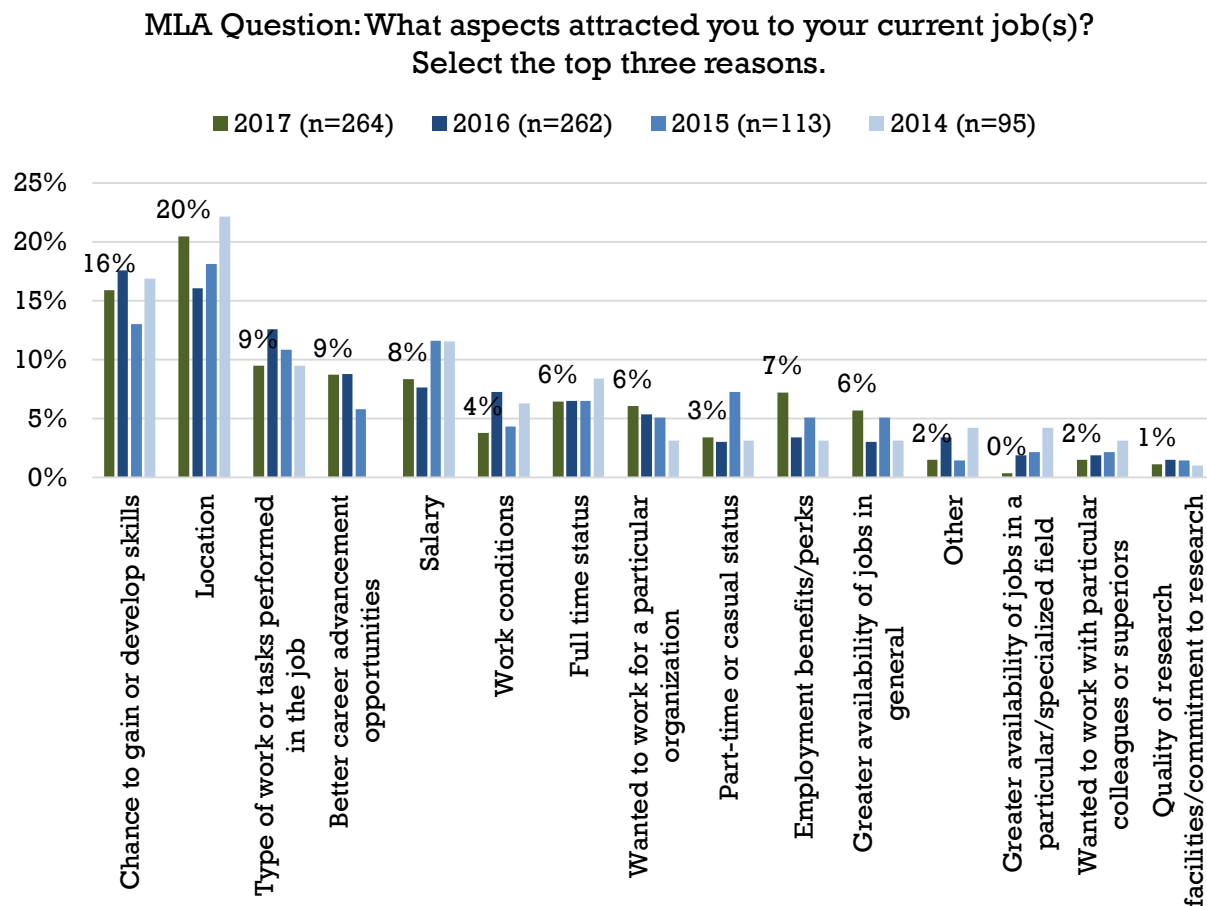
Graph 4: MLT Job Attractiveness



MLA graduates used similar job obtainment methods as the MLTs to find employment: answered job ad on the Internet (59%, 53/90) or they approached/contacted an employer directly (10%, 9/90). This represents 69% (63/90) of the methods used to find a position. The remaining attempts were varied and had eight or fewer responses. Similar to the MLTs, 47%

(45/89) of MLAs were working where they completed their clinical training. For those that were employed, the top job attractions included location, chance to gain or develop skills, type of work performed and better career advancement. These results are consistent with 2016 survey results.

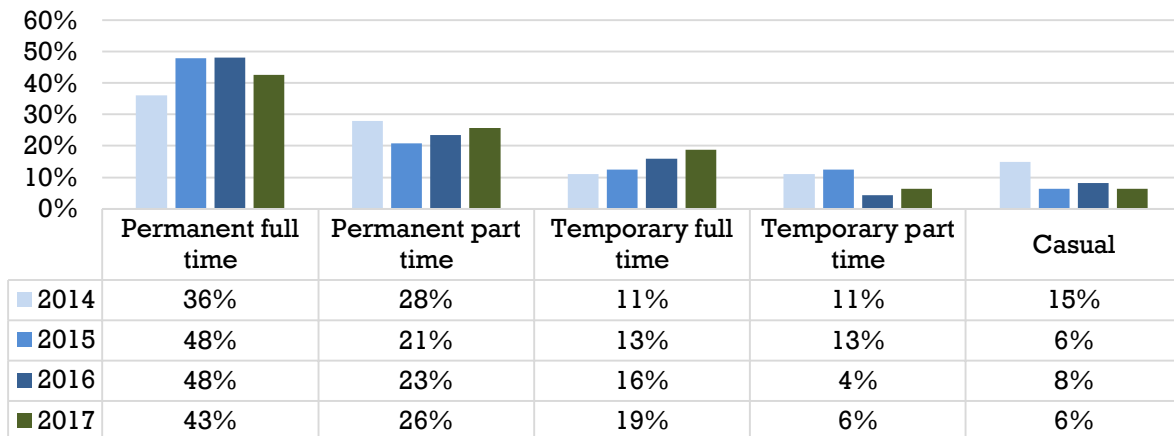
Graph 5: MLA Job Attractiveness



The vast majority of graduates are looking to obtain full-time permanent positions after certification. MLT participants were able to achieve this 43% (86/202) of the time. A temporary full-time position was captured by 19% (38/202) of MLTs, whereas part-time positions in permanent and temporary status achieved 26% (52/202) and 6% (13/202) for the remainder, respectively. A casual position was held by 6% (13/202) of respondents. Where respondents had multiple positions, the position with the highest valued status (greater permanency and number of hours) was coded for analysis purposes.

Graph 6: MLT One Year Post Certification Employment

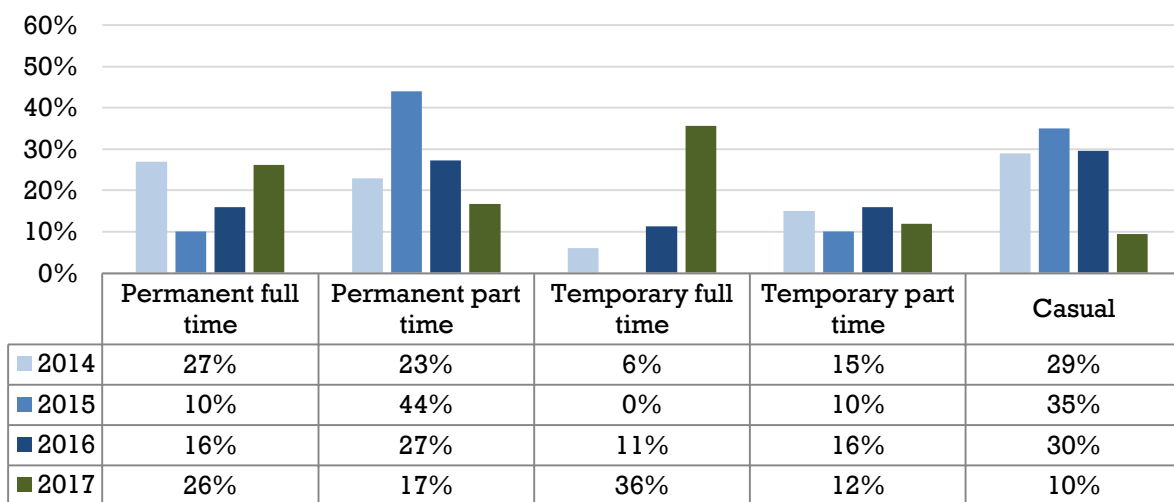
MLT Question: What is your employment category one year after certification?



MLAs are significantly more likely than MLTs to be working in a non-permanent certification level position and in a part-time or casual employment status year over year. Graph 7 demonstrates the dramatic shift in MLA employment categories. In 2017, there is significantly more temporary full-time employment compared to any previous year (ranging from 0–36%). Also, there is a three-year positive trend towards more permanent full-time positions as well. This is counter balanced by a decrease in part-time and casual positions one year after certification. Thus, although employment has improved, there continues to be a strong trend of employers hiring newly certified MLA graduates in precarious positions.

Graph 7: MLA One Year Post Certification Employment

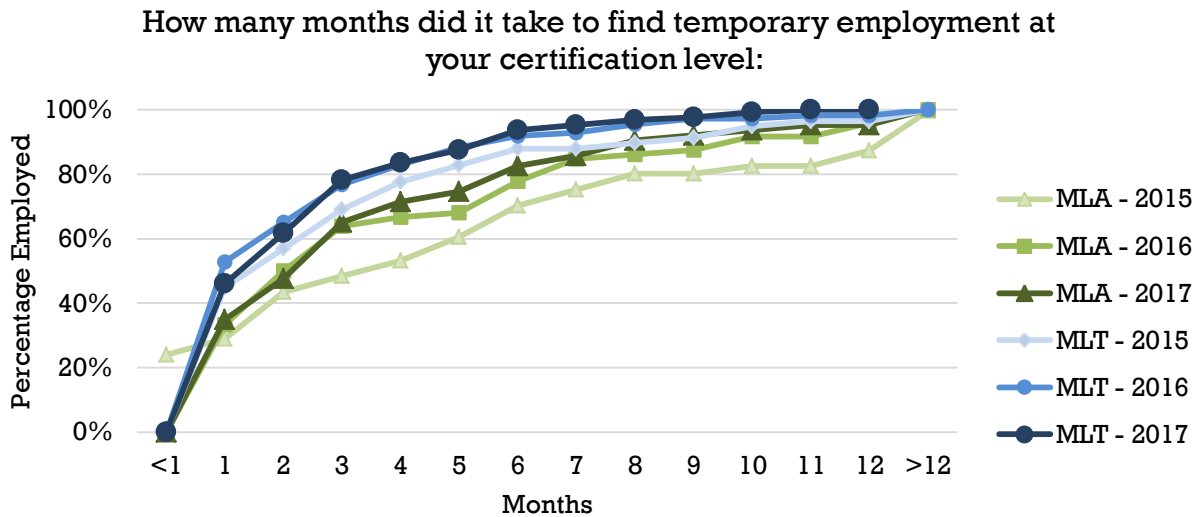
MLA Question: What is your employment category one year after certification?



Overall, 81% (157/195) of MLTs had a position at their certification level after three months and 93% (182/195) by six months, regardless of employment type or status. This is consistent with 2016 results. For those that found temporary employment, the majority (78%,

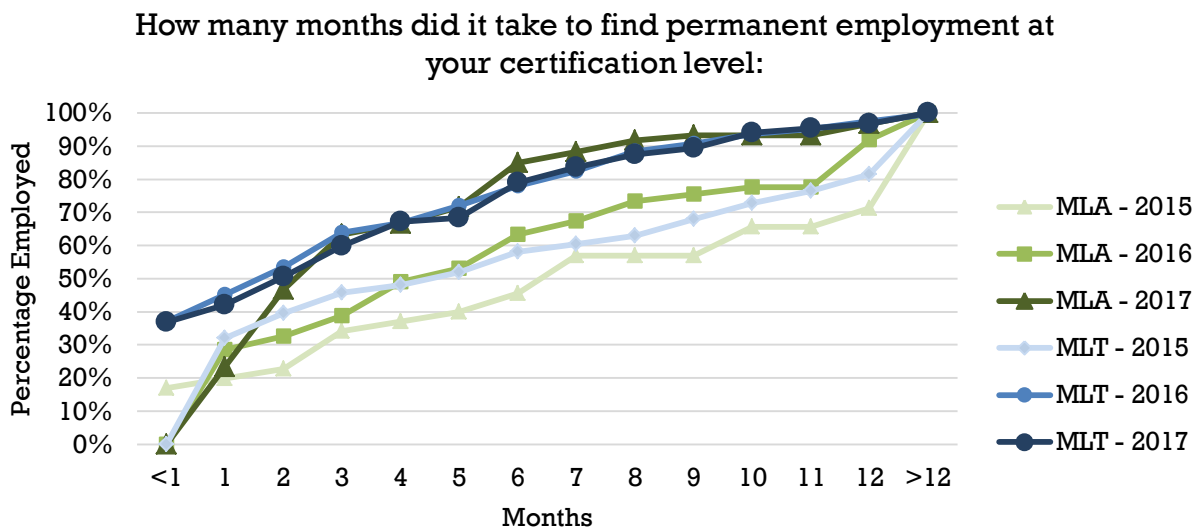
100/198) obtained it within three months, and by 6 months, 93% (182/195) of MLTs had found temporary employment. These results are consistent with 2016. For permanent positions, 60% (91/152) of graduates obtained this status by three months and 79% (120/152) by six months, again consistent with 2016. The ability to achieve employment in 2016 and 2017 was faster as compared to 2015 results as shown in Graphs 8 and 9.

Graph 8: Length to Temporary Employment at Certification Level



**Represented employed participants only.*

Graph 9: Length to Permanent Employment at Certification Level



**Represented employed participants only.*

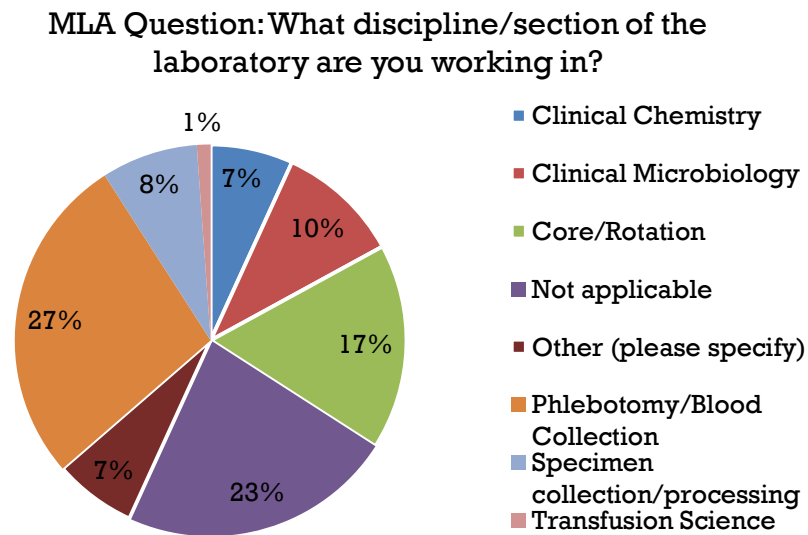
For employed MLAs overall, 66% (53/80) were working at their certification level within three months and 84% (67/80) by six months, which is less at both time points than MLTs. This is also trending upwards compared to 2016 results (64% and 78%, respectively). For those who found temporary employment, 65% (41/63) obtained this within three months and this increased to 83% (52/63) by six months. In regards to permanent positions, fewer

graduates had obtained this status by three months (63%, 38/60) as well as by the six-month marker (85%, 51/60). These permanent status positions are dramatically up from 2016 results (three months = 39%, 19/49; six months = 63%, 31/49). MLAs obtained permanent positions at about the same pace as MLTs after two months in 2017 data. Therefore, year over year results for length to employment have significantly increased for MLAs (shorter time to certified level employment, especially within permanent positions).

The MLT majority indicated that their position (or one of their positions) was located in a hospital environment (n=160), private laboratory or clinic (n=27) or public health laboratory (n=10). The remaining chosen options had nine or fewer responses each and included “other.” For MLAs, they worked in a hospital (n=46) or private laboratory/clinic most often (n=35). The remaining choices had six or fewer responses each.

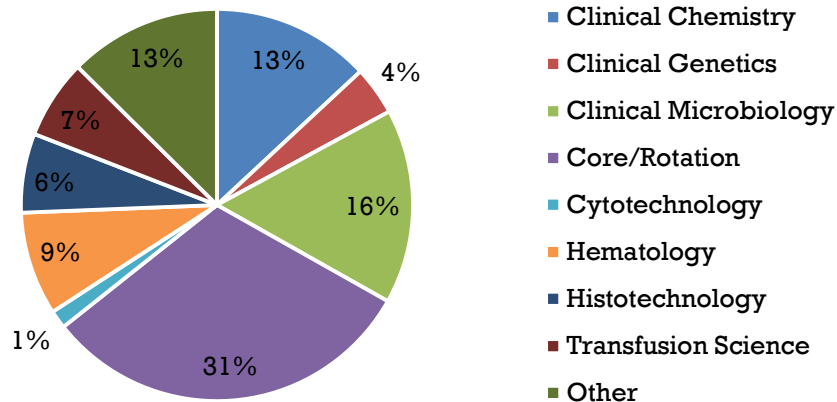
When asked what discipline or section of the lab each participant was working in most often, MLAs indicated that they were in phlebotomy or blood collection sections (with or without other assigned duties; 27%, 24/88); however, many other MLAs were varied in their locations. This is in contrast to MLTs who were concentrated core/rotation (31%, 62/199). Graphs 10 and 11 provide further detail.

Graph 10: MLA Laboratory Discipline and Section



Graph 11: MLT Laboratory Discipline and Section

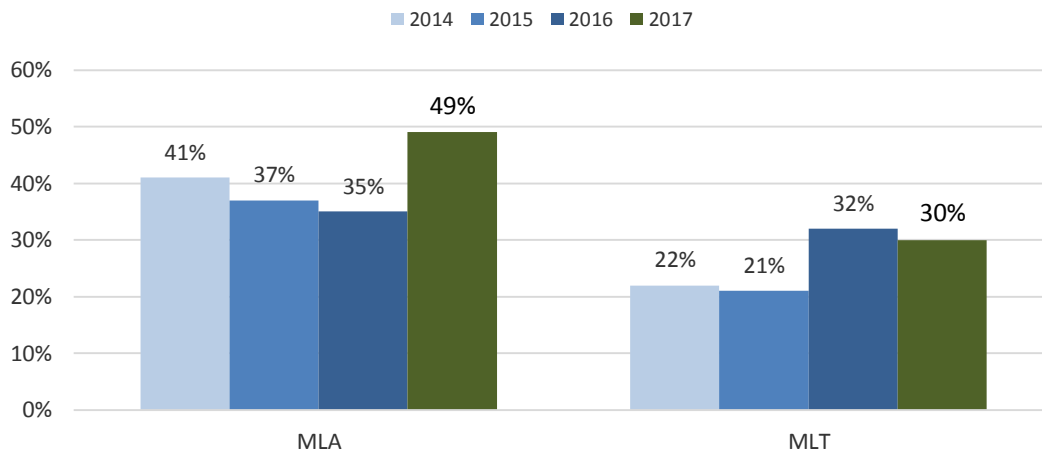
MLT Question: What discipline/section of the laboratory are you working in?



A subgroup of the certified respondents answered questions in respect to their job seeking habits while employed (see Appendix B for graphs). Thirty percent (59/198) of employed MLTs were looking for a new position, which is significantly higher than previous years as shown in Graph 12. This group discussed wanting to increase their hours, move closer to home and have greater challenges or responsibilities as their most chosen reasons. MLAs were asked the same questions with similar results. Forty-nine percent of the respondents (43/88) stated that they were looking for a new job, although currently employed. Top choices for reasons to search for alternative work matched MLT patterns except their third choice was associated with wanting better pay.

Graph 12: Position Seeking Habits

Looking for a New Position by Profession



Overall Satisfaction

Employment and job satisfaction were gathered using various questions at the end of the survey and were completed by only those employed in a position at their certification level. Each of the questions in the table below provides a percent positive score representing those who stated “somewhat to strongly agree” per question. Further extraction of the data details (e.g., total numbers, averages and modes) can be obtained from the analysis file upon request.

In general, satisfaction questions (as highlighted in green below) show that MLTs, per question, are more likely to be satisfied than their MLA counterparts. When the professional subgroups are combined, we see a high level of overall satisfaction (non-weighted calculation).

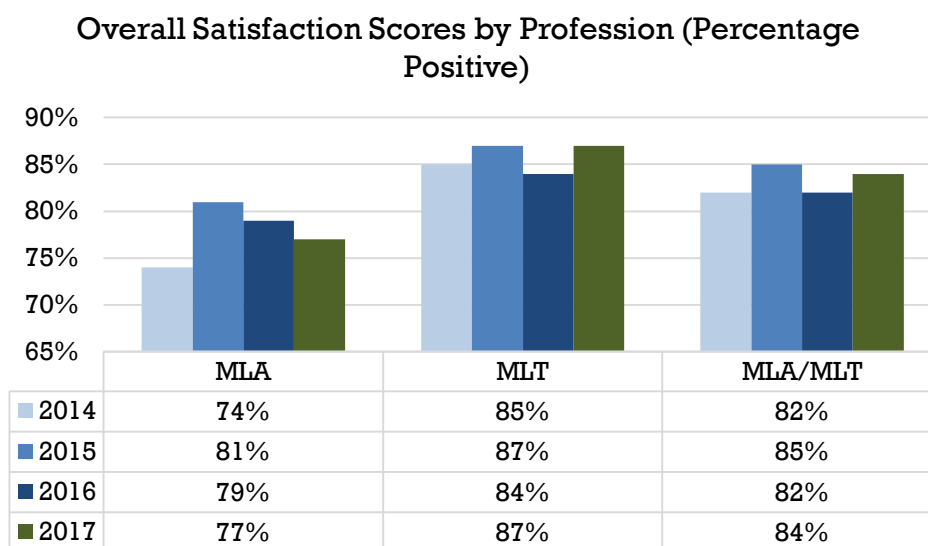
Table 2: Percent Positive Satisfaction Questions

Percent Positive Score	MLA	MLT	All Participants
The job meets my expectations.	81%	94%	90%
My employer's expectations of me are at the right level.	88%	89%	89%
Guidance is available when I need it.	85%	90%	88%
I did not feel any pressure to accept a job in my training site.	78%	80%	79%
I have the job I wanted.	71%	84%	80%
I work in the discipline I wanted.	72%	83%	80%
I prefer to work part time.	20%	26%	24%
Shift work was not a factor in my choosing my job.	62%	55%	57%
I live in the city/town I wanted.	80%	73%	75%
I would move to another province for a job.	38%	35%	36%
I would move to a rural community for a job.	34%	34%	34%
I would move to another country for another job.	16%	24%	21%
Considering my experience, education and training, I am satisfied with my job.	69%	91%	84%
I believe a degree is required for career promotion.	52%	57%	55%
If given the chance, I would choose this career again.	73%	89%	84%

Year over year, results for overall satisfaction (based on green items in the table above) show variability between 2014 to 2017 survey results. Satisfaction is down in 2017 for MLAs for the third year in a row but still higher than 2014 results. MLT satisfaction is varied between 2–3%, suggesting normal variance and consistent satisfaction results as shown in Graph 13.

For the questions highlighted in green above, the results were combined to produce the below graph. For MLTs, 87% were satisfied overall with their current certification level position and 77% of MLAs were as well. For details of satisfaction questions and comparisons for 2014–2017 data, refer to Appendix C.

Graph 13: Percent Positive Satisfaction Questions



MLA drivers of overall satisfaction in 2017 compared to 2016 were associated with questions, “I work in the discipline I wanted,” “Considering my experience, education and training, I am satisfied with my job” and “If given the chance, I would choose this career again” (change scores of -5%, -6 and -6%, respectively). However, MLAs also more often felt positively that “I live in the city/town I wanted,” “I have the job I wanted” and “My employer’s expectations of me are at the right level” (change scores of 4%, 3 and 3%, respectively).

Table 3: Percent Positive Specific MLA Satisfaction Questions

MLA Percent Positive Score	2016	2017	Change
I have the job I wanted.	68%	71%	3%
I work in the discipline I wanted.	77%	72%	-5%
If given the chance, I would choose this career again.	79%	73%	-6%

MLT overall satisfaction score drivers were associated with “I work in the discipline I wanted,” “I live in the city/town I wanted” and “Considering my experience, education and training, I am satisfied with my job” (change scores of 6%, 5% and 4%, respectively). Unlike MLA scores, only one of the satisfaction questions from MLTs decreased: “If given the chance, I would choose this career again” (-1%).

Table 4: Percent Positive Specific MLT Satisfaction Questions

MLT Percent Positive Score	2016	2017	Change
I have the job I wanted.	82%	84%	2%
I work in the discipline I wanted.	77%	83%	6%
If given the chance, I would choose this career again.	90%	89%	-1%

Conclusion

Overall, MLAs and MLTs continue to obtain employment post-graduation in a timely fashion, with speed picking up in the 2017 survey for the profession as a whole. Although initial position(s) may not be permanent full time, both groups are accepting of the current marketplace, are acquiring certification positions faster and are satisfied with their profession during a time of health care system fiscal constraint and MLT shortages.

Appendix A: Location of Schooling for MLA and MLT Education

Table 5: Location of Schooling for MLA and MLT Education

Location	MLA	MLT	Grand Total
AB	29	59	88
BC	6	23	29
MB	17	18	35
NB	9	6	15
NL	4	6	10
ON	57	83	140
SK	3	11	14
QC	0	12	12
NS	10	1	11
Other	12	21	33
Grand Total	147	240	387

Appendix B: Reasons for Looking for a New Position

Table 6: Job Seeking Reason – MLA

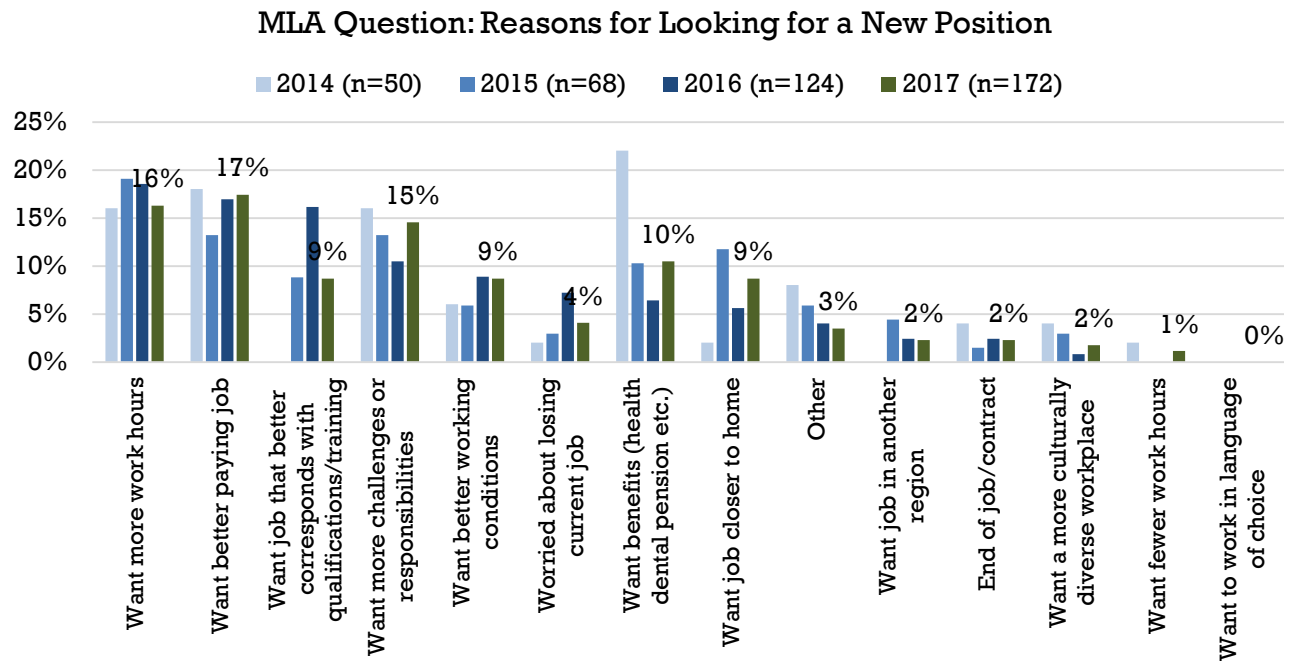
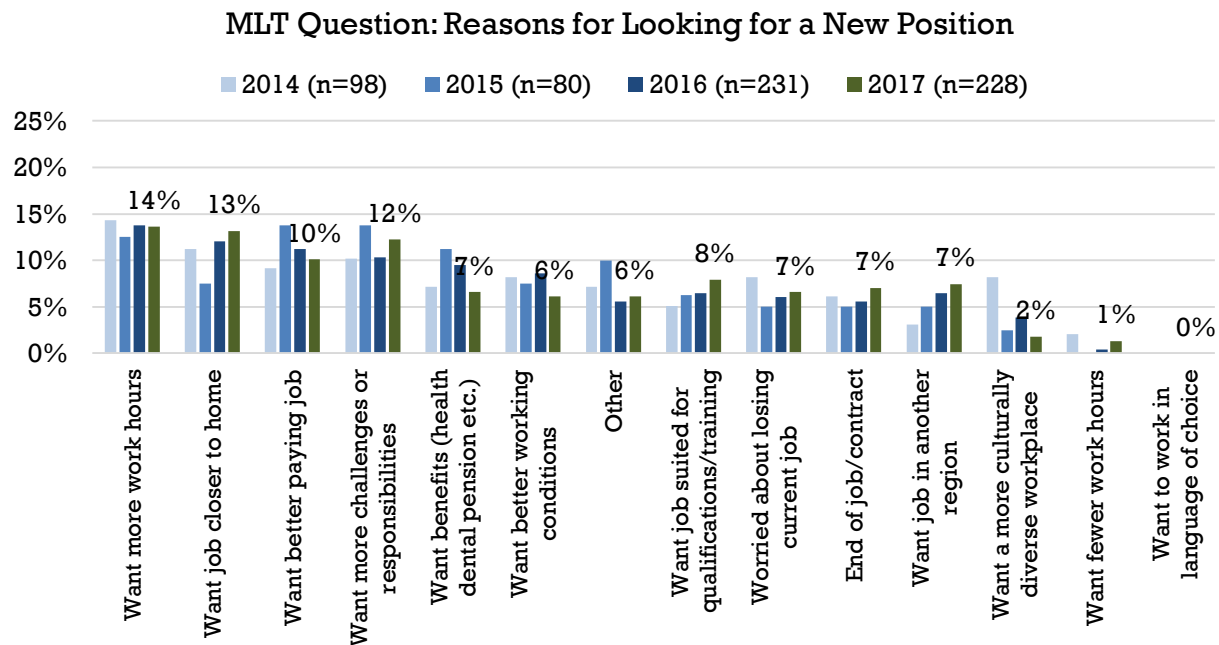


Table 7: Job Seeking Reason – MLT



Appendix C: Change Over Time in Satisfaction Scores by Professional Group

Legend	
Green	Increase by 3% or more
Yellow	Within + or - 2%
Red	Decrease by 3% or more

*Negative or positive context is not implied by colour legend. Individual interpretation of questions is required. Comparisons are made between years.

Table 8: MLA Percent Positive Satisfaction Score per Year

MLA Percent Positive Score	2014	2015	2016	2017
The job meets my expectations.	82%	87%	82%	81%
My employer's expectations of me are at the right level.	88%	83%	85%	88%
Guidance is available when I need it.	76%	85%	87%	85%
I did not feel any pressure to accept a job in my training site.	82%	89%	84%	78%
I have the job I wanted.	67%	80%	68%	71%
I work in the discipline I wanted.	67%	87%	77%	72%
I prefer to work part time.	12%	39%	23%	20%
Shift work was not a factor in my choosing my job.	58%	48%	40%	62%
I live in the city/town I wanted.	85%	80%	76%	80%
I would move to another province for a job.	30%	26%	39%	38%
I would move to a rural community for a job.	24%	22%	36%	34%
I would move to another country for another job.	9%	17%	17%	16%
Considering my experience, education and training, I am satisfied with my job.	67%	76%	75%	69%
I believe a degree is required for career promotion.	55%	50%	43%	52%
If given the chance, I would choose this career again.	64%	67%	79%	73%

Table 9: MLT Percent Positive Satisfaction Score per Year

MLT - Percent Positive Score	2014	2015	2016	2017
The job meets my expectations.	94%	93%	92%	94%
My employer's expectations of me are at the right level.	94%	91%	88%	89%
Guidance is available when I need it.	86%	88%	88%	90%
I did not feel any pressure to accept a job in my training site.	70%	72%	67%	80%
I have the job I wanted.	81%	88%	82%	84%
I work in the discipline I wanted.	83%	87%	77%	83%
I prefer to work part time.	22%	15%	16%	26%
Shift work was not a factor in my choosing my job.	55%	52%	49%	55%
I live in the city/town I wanted.	69%	74%	68%	73%
I would move to another province for a job.	41%	34%	35%	35%
I would move to a rural community for a job.	36%	36%	35%	34%
I would move to another country for another job.	31%	18%	20%	24%
Considering my experience, education and training, I am satisfied with my job.	86%	89%	87%	91%

I believe a degree is required for career promotion.	60%	55%	58%	57%
If given the chance, I would choose this career again.	85%	88%	90%	89%

Table 10: MLA and MLT Percent Positive Satisfaction Score per Year

MLA/MLT - Percent Positive Score (All participants)	2014	2015	2016	2017
The job meets my expectations.	91%	91%	88%	90%
My employer's expectations of me are at the right level.	92%	88%	88%	89%
Guidance is available when I need it.	83%	87%	88%	88%
I did not feel any pressure to accept a job in my training site.	73%	78%	73%	79%
I have the job I wanted.	77%	86%	77%	80%
I work in the discipline I wanted.	79%	87%	77%	80%
I prefer to work part time.	20%	23%	18%	24%
Shift work was not a factor in my choosing my job.	56%	51%	46%	57%
I live in the city/town I wanted.	73%	76%	70%	75%
I would move to another province for a job.	38%	31%	36%	36%
I would move to a rural community for a job.	33%	31%	35%	34%
I would move to another country for another job.	26%	18%	19%	21%
Considering my experience, education and training, I am satisfied with my job.	81%	85%	83%	84%
I believe a degree is required for career promotion.	59%	54%	53%	55%
If given the chance, I would choose this career again.	80%	79%	87%	84%

Table 11: 2017 Certified – Percent Positive Overall Satisfaction Calculation

2017 Results Overall Satisfaction	MLA		MLT		All Participants	
Strongly Agree	314	46%	819	54%	1,133	51%
Somewhat Agree	219	32%	504	33%	723	33%
Neutral	98	14%	121	8%	219	10%
Somewhat Disagree	43	6%	61	4%	104	5%
Strongly Disagree	14	2%	23	2%	37	2%
% POSITIVE SCORE	688	77%	1,528	87%	2,216	84%

Table 12: 2016 Certified – Percent Positive Overall Satisfaction Calculation

2016 Results Overall Satisfaction	MLA		MLT		All Participants	
Strongly Agree	348	50%	742	52%	1,090	51%
Somewhat Agree	199	29%	469	33%	668	31%
Neutral	88	13%	143	10%	231	11%
Somewhat Disagree	40	6%	63	4%	103	5%
Strongly Disagree	21	3%	23	2%	44	2%
% POSITIVE SCORE	696	79%	1,440	84%	2,136	82%

Table 13: 2015 Certified – Percent Positive Overall Satisfaction Calculation

2015 Results Overall Satisfaction	MLA		MLT		All Participants	
Strongly Agree	160	43%	407	55%	567	51%
Somewhat Agree	137	37%	233	32%	370	34%
Neutral	47	13%	52	7%	99	9%
Somewhat Disagree	20	5%	34	5%	54	5%
Strongly Disagree	4	1%	10	1%	14	1%
% POSITIVE SCORE	368	81%	736	87%	1,104	85%

Table 14: 2014 Certified – Percent Positive Overall Satisfaction Calculation

2014 Results Overall Satisfaction	MLA		MLT		All Participants	
Strongly Agree	109	41%	406	51%	515	48%
Somewhat Agree	87	33%	272	34%	359	34%
Neutral	51	19%	68	9%	119	11%
Somewhat Disagree	15	6%	42	5%	57	5%
Strongly Disagree	2	1%	12	2%	14	1%
% POSITIVE SCORE	196	74%	678	85%	874	82%