



Worknet Customer Service & Satisfaction Report For All Locations October 2008

Merced County Department of Workforce Investment

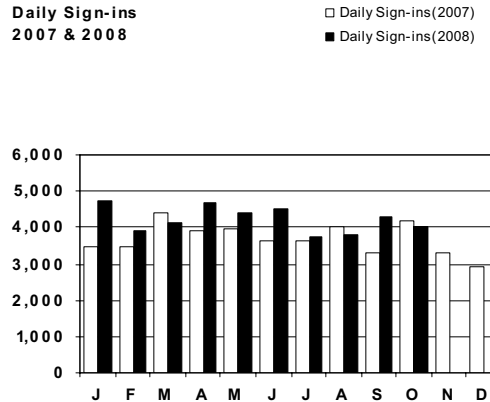
Daily Sign-ins

Daily sign-ins for October totaled 4,004, down 316 from the previous month and down 192 from October 2007. Daily sign-ins for the month of October are above the 6 year average.

October's 6 year average: 3,628

2007 annual average: 3,685

**Daily Sign-ins
2007 & 2008**



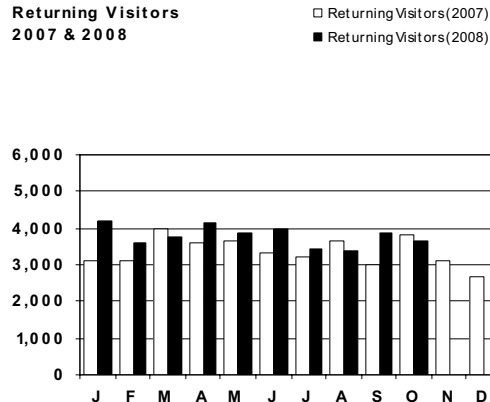
Return Visits

Return visits for October totaled 3,676, down 172 from the previous month and down 128 from October 2007. Return visits for the month of October are above the 6 year average.

October's 6 year average: 3,341

2007 annual average: 3,353

**Returning Visitors
2007 & 2008**



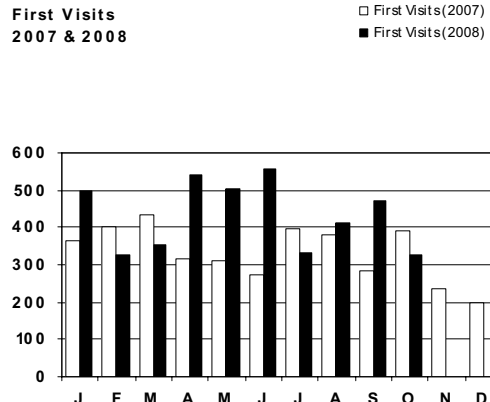
First Visits

First Visits for October totaled 328, down 144 from the previous month and down 64 from October 2007. First Visits for the month of October are above the 6 year average.

October's 6 year average: 288

2007 annual average: 332

**First Visits
2007 & 2008**



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Customer Flow for October 2008

Both Locations

- On average, Tuesdays were the busiest days of the week, averaging 211 customers per day. (Weekly Average: 910 customers)

Merced

- Tuesdays were the busiest day of the week, with an average of 132 customers per day. (Weekly Average: 545 customers).

Los Banos

- Wednesdays were the busiest day of the week, with an average of 81 customers per day (Weekly Average: 365 customers).

Note:

- As of March, 2008, we are tracking new metrics: Total Visitors, Staff Appointment, EDD/Unemployment visits, Special Classes and Certificate Tests.



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**Marketing advertisements for
October 2008**
** The Bus
Worknet signs inside buses*

How did you hear about us?

Responses from first-time visitors

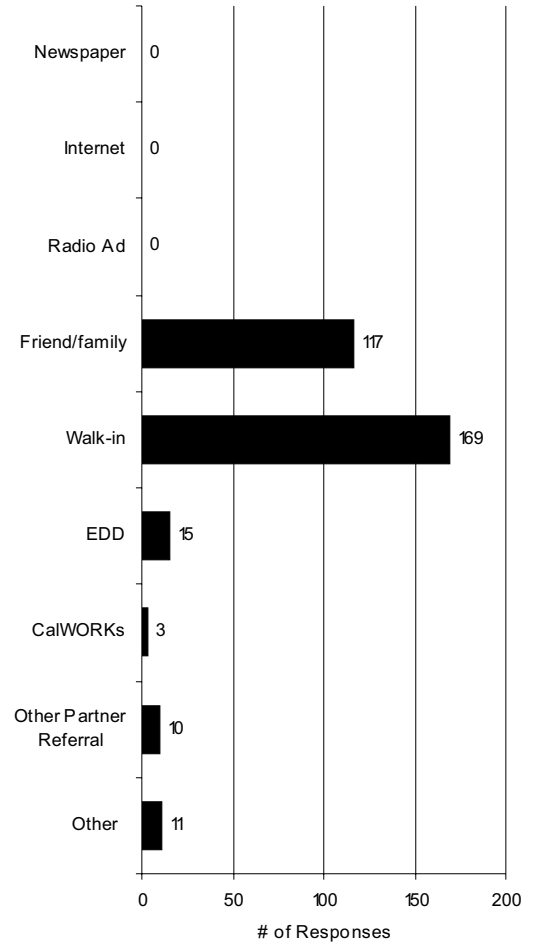
In October, our first time visitors responded most often that they were walk-ins to the Worknet offices, with 169 customers providing this response.

An additional 117 visitors responded that they heard about us from friends or family.

Of the 11 visitors whose responses were classed as "Other," most visiting both the Merced and Los Banos Worknet Offices wrote "Merced College" on the response form. Other visitors to the Merced Worknet Office wrote "Comcast", "Quebecor", or "Merced County" on the response form.

How Did You Hear About Us?

■ Oct-08



In October, 100.00 percent of our customers responding would refer our services to others

Would you refer our services to others?

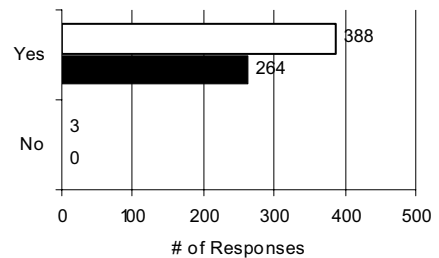
Of those responding to this question, 100.00 percent of our customers would refer our services to others.

PY 06/07 annual average: 98.36%

PY 07/08 annual average: 98.83%

Would you refer our services to others?

□ Oct-07
■ Oct-08

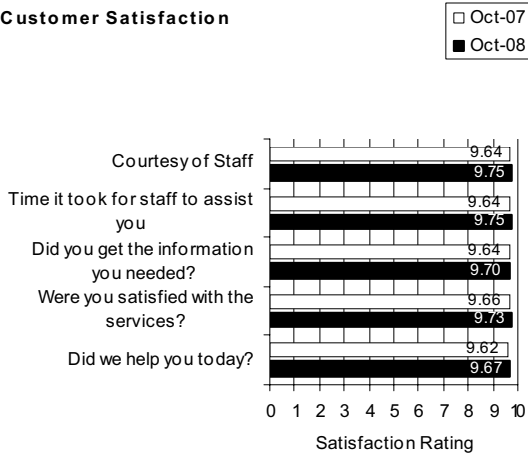




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Customer Satisfaction



Customer Satisfaction Ratings

We received 272 surveys with responses to customer satisfaction questions in the month of October.

Consistently we see overall ratings for all questions in this category to be greater than 9.67 out of 10.

“Consistently we see overall ratings for all questions in this category to be greater than 9.67 out of 10.”

Two questionnaire contained a response of 5 or less.

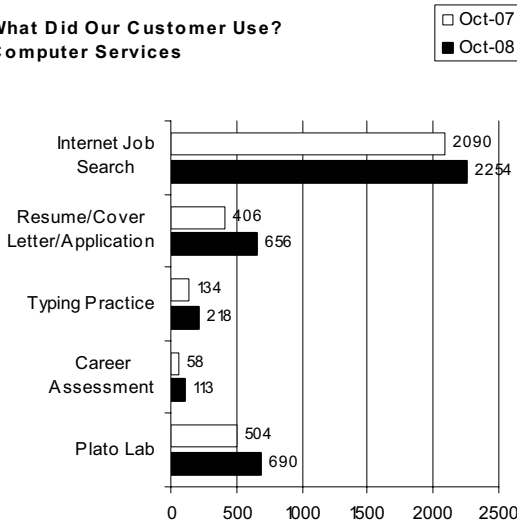
Return Rate For Customer Satisfaction Survey

Both Locations: 6.79%

Merced: 5.88%

Los Banos: 8.17%

**What Did Our Customer Use?
Computer Services**



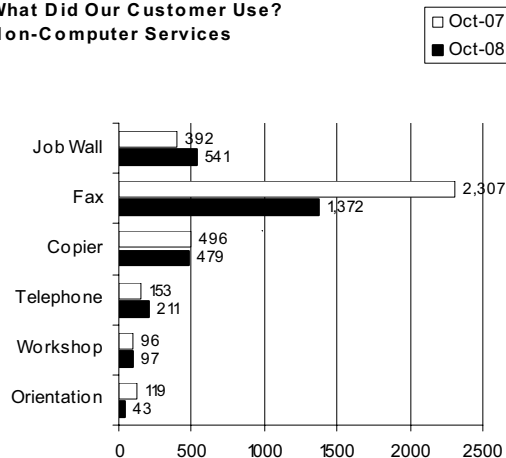
How our customers use our services

Computer related services are always the ones most used by our customers, with customers using one or more such services 3,931 times in October.

Internet Job Search and the PLATO Lab were our most accessed computer services.

1,372 customers used our Fax service at Worknet in the month of October.

**What Did Our Customer Use?
Non-Computer Services**



Fax and Job Wall were the most used non-computer related services. Copier and Telephone were the next most used services under this category.



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Customer Service/Satisfaction Summary Data - Both Locations

	Oct-07	Aug-08	Sep-08	Oct-08
Return Visits	3,804	3,396	3,848	3,676
First Visits	392	411	472	328
Total Visits	4,196	3,807	4,320	4,004
Total Visitors		1,739	1,925	1,762
How did you hear about us?				
Newspaper	3	1	0	0
Internet	3	1	0	0
Radio Ad	0	0	0	0
Friend/family	201	109	95	117
Walk-in	48	195	209	169
EDD	17	16	9	15
CalWORKs	27	1	8	3
Other Partner Referral	10	7	12	10
Other	24	83	138	11
What did our customers use?				
Internet Job Search	2,090	2,032	2,417	2,254
Resume/Cover Letter/Application	406	527	634	656
Typing Practice	134	183	150	218
Career Assessment	58	92	99	113
Job Wall	392	401	496	541
Fax	2,307	1,133	1,314	1,372
Copier	496	476	505	479
Telephone	153	300	271	211
Plato Lab	504	700	764	690
Workshop	96	75	77	97
Orientation	119	45	43	43
Staff Appointment		119	198	153
Special Class		178	128	31
EDD/Unemployment		135	180	153
Certificate Test		107	86	107
Customer Satisfaction				
Courtesy of Staff	9.64	9.78	9.76	9.75
Time it took for staff to assist you	9.64	9.76	9.74	9.75
Did you get the information you needed?	9.64	9.76	9.66	9.70
Were you satisfied with the services?	9.66	9.79	9.76	9.73
Did we help you today?	9.62	9.84	9.70	9.67
Would you refer our services to others?				
Yes	388	289	205	264
No	3	2	2	0



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Customer Service/Satisfaction Summary Data - Individual Locations

Who were our visitors	Merced	Los Banos	Both Locations
Return Visits	2,169	1,507	3,676
First Visits	231	97	328
Total Visits	2,400	1,604	4,004
Total Visitors	1,210	552	1,762
How did you hear about us?			
Newspaper	0	0	0
Internet	0	0	0
Radio Ad	0	0	0
Friend/family	33	84	117
Walk-in	169	0	169
EDD	10	5	15
CalWORKs	2	1	3
Other Partner Referral	10	0	10
Other	7	4	11
What did our customers use?			
Internet Job Search	1,570	684	2,254
Resume / Cover Letter / Application	520	136	656
Typing Practice	157	61	218
Career Assessment	71	42	113
Job Wall	415	126	541
Fax	1,008	364	1,372
Copier	397	82	479
Telephone	136	75	211
Plato Lab	111	579	690
Workshop	40	57	97
Orientation	32	11	43
Staff Appointment	64	89	153
Special Class	24	7	31
EDD/Unemployment	116	37	153
Certificate Test	88	19	107
Customer Satisfaction			
Courtesy of Staff	9.69	9.81	9.75
Time it took for staff to assist you	9.67	9.82	9.75
Did you get the information you needed?	9.62	9.80	9.70
Were you satisfied with the services?	9.65	9.81	9.73
Did we help you today?	9.57	9.78	9.67
Would you refer our services to others?			
Yes	138	126	264
No	0	0	0



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Suggestions

Turn ac down-it doesn't need to be this cold! Change the font on the computer applica- tion-New times Roman is ugly!
Keep up the good work
Maybe have another fax machine.
Everything is okay
Good services already, very nice staff
People in computer need to help out more.
Worknet has all the tools to help better your skills to find a job.
GED
No, everything is great here, ver appreciated.
Place for kids, hard to concentrate.
At least one more evening class for plato.
Keep up the good work!
Have more computers.
Great Services!!!
Looks like you got it all covered!
Not really, you've got it together!
no, you are great!
no, thank you, doing excellent job.
Keep up the good work!
A wireless internet connction could be added for under \$200 (I could install it) find a way to get the phones back!!
a list of pro words to use.
By maybe having appliations available.
Group meetings.
Get work
Stay the same.
Will be great to be opn on Saturday.
Telephones
Already excellent.
Open at 7 a.m.
Put the phones back, but ban individuals who use them for non-job related things.
Great Services
Bring back the telephone service but supervised dialing
More info on how & where to go for help financialy to take classes
Everything is great
Restore phone services under supervision
No they are good
Everybody is very helpful
everything ok



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Suggestions (cont.)

Nope your services are great
No it's great
No it was good
Fingerprint scanner
It was very pleasant. I enjoyed my time here
Nothing comes to mind, I got all the services I needed
Have coffee and donuts in the morning
everything is fine!
keep it up, very satisfied.
everything is great, especially the staff.
more computers.
none, the services are great!
none, everyone is always happy to help
all is well
keep up the good work!
more assist. with job search in resource room
it can't get any better.
Great Services!
Your doing a great job!

Concerns

No, the front desk ladies are always helpful as well as the ones in the computer room.
Help more on the computer
Help us on computer little bit more
Training schools in Modesto does not offer the training outside of Modesto. What about Atwater and Merced.
Help me get a trade job. (prewire job)
Full time employment.
one more plato class at night.
Trying to take medical asst class, can't help (financially)
Finding a job
This was very helpful to me
More job leads on what Im applying for
computer skills, typing skills, resume
overcoming age and working on skills
better chairs in plato lab
I want to get more info on career classes
Help with Web Site