



# Worknet Customer Service & Satisfaction Report For All Locations February 2009

Merced County Department of Workforce Investment

## Daily Sign-ins

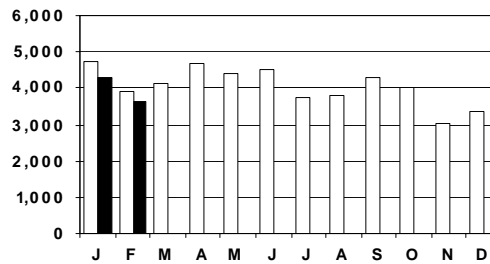
Daily sign-ins for February totaled 3,612, down 706 from the previous month and down 312 from February 2008. Daily sign-ins for the month of February are below the 6 year average.

February's 6 year average: 3,929

2008 annual average: 4,058

Daily Sign-ins  
2008 & 2009

□ Daily Sign-ins(2008)  
■ Daily Sign-ins(2009)



## Return Visits

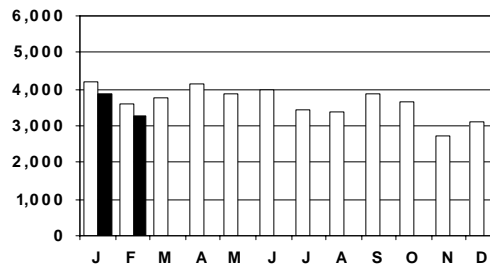
Return visits for February totaled 3,265, down 591 from the previous month and down 331 from February 2008. Return visits for the month of February are below the 6 year average.

February's 6 year average: 3,637

2008 annual average: 3,647

Returning Visitors  
2008 & 2009

□ Returning Visitors(2008)  
■ Returning Visitors(2009)



## First Visits

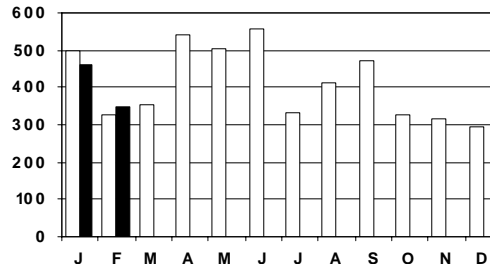
First Visits for February totaled 347, down 115 from the previous month and up 19 from February 2008. First Visits for the month of February are above the 6 year average.

February's 6 year average: 291

2008 annual average: 411

First Visits  
2008 & 2009

□ First Visits(2008)  
■ First Visits(2009)



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## Customer Flow for February 2009

### Both Locations

- On average, Tuesdays were the busiest days of the week, averaging 230 customers per day. (Weekly Average: 1,003 customers)

### Merced

- Tuesdays were the busiest day of the week, with an average of 130 customers per day. (Weekly Average: 533 customers).

### Los Banos

- Tuesdays were the busiest day of the week, with an average of 100 customers per day. (Weekly Average: 470 customers).

## Note:

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



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**Marketing advertisements for  
February 2009**  
*\* The Bus  
Worknet signs inside buses*

**How did you hear about us?**

*Responses from first-time visitors*

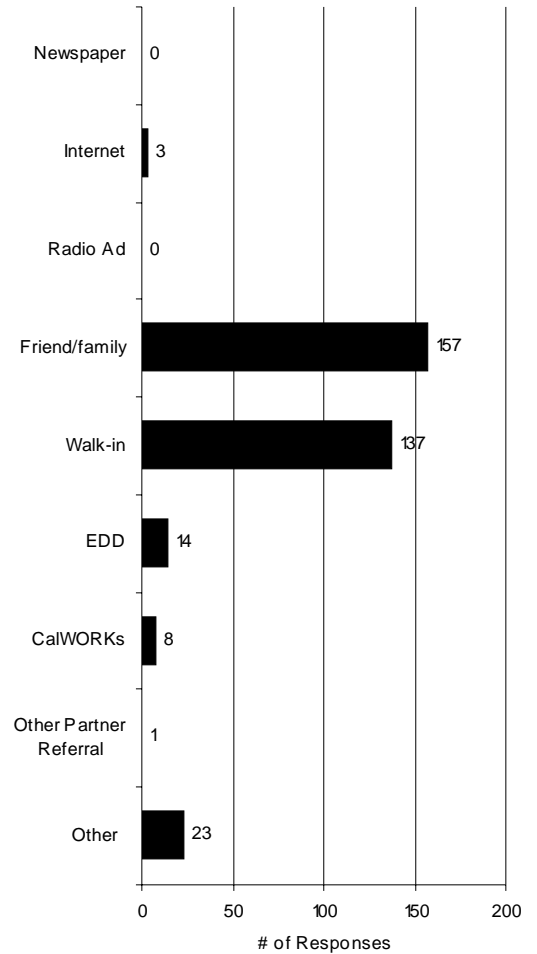
In February, our first time visitors responded most often that they heard about Worknet from friends or family, with 157 customers providing this response.

An additional 137 visitors responded that they were walk-in visitors to Worknet offices.

Of the 23 visitors whose responses were classed as "Other," most visiting the Los Banos Worknet Offices wrote "Census" on the response form. Other Los Banos visitors wrote "CVOC" or "National Guard." Most visiting the Merced Worknet Office wrote "Merced College" on the response form. Other Merced visitors wrote "CalGRIP", "CVOC", or "UC Merced" on the response form.

**How Did You Hear About Us?**

■ Feb-09



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

**Would you refer our services to others?**

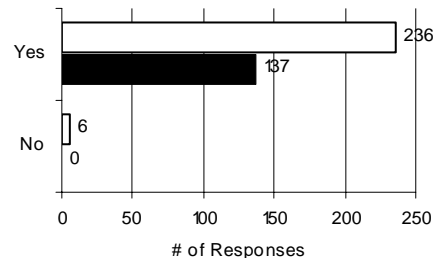
Of those responding to this question, 100.00 percent of our customers would refer our services to others.

PY 06/07 annual average: 98.36%

PY 07/08 annual average: 98.79%

**Would you refer our services to others?**

□ Feb-08  
■ Feb-09

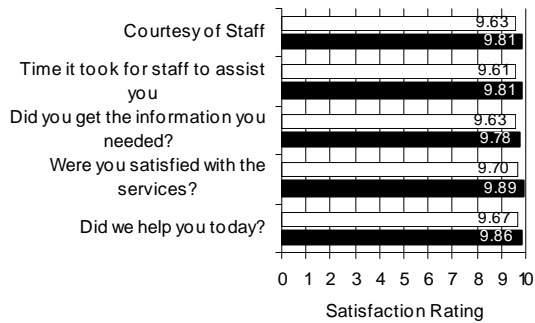




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**Customer Satisfaction**



**Customer Satisfaction Ratings**

We received 142 surveys with responses to customer satisfaction questions in the month of February.

Consistently we see overall ratings for all questions in this category to be greater than 9.78 out of 10.

No questionnaires contained any response of 5 or less.

*“Consistently we see overall ratings for all questions in this category to be greater than 9.78 out of 10.”*

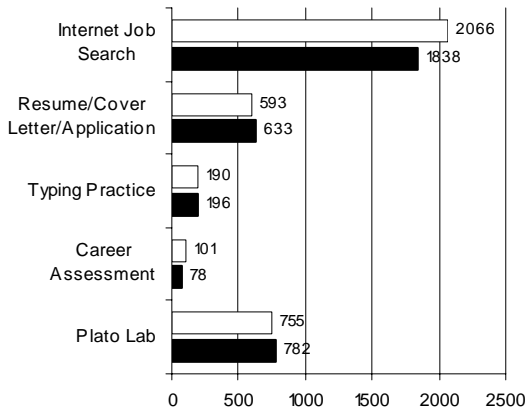
**Return Rate For Customer Satisfaction Survey**

*Both Locations: 3.93%*

*Merced: 2.55%*

*Los Banos: 5.50%*

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

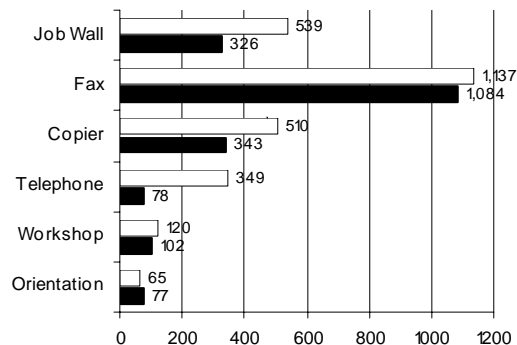


Computer related services are always the ones most used by our customers, with customers using one or more such services 3,527 times in February.

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

*1,084 customers used our Fax service at Worknet in the month of February.*

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



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



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**Customer Service/Satisfaction Summary Data - Both Locations**

	<b>Feb-08</b>	<b>Dec-08</b>	<b>Jan-09</b>	<b>Feb-09</b>
Return Visits	3,596	3,085	3,856	3,265
First Visits	328	294	462	347
Total Visits	3,924	3,379	4,318	3,612
Total Visitors	1,667	1,530	1,932	1,654
<b>How did you hear about us?</b>				
Newspaper	2	0	0	0
Internet	1	0	3	3
Radio Ad	0	0	0	0
Friend/family	128	137	203	157
Walk-in	145	129	141	137
EDD	11	14	18	14
CalWORKs	22	10	9	8
Other Partner Referral	4	7	5	1
Other	20	13	95	23
<b>What did our customers use?</b>				
Internet Job Search	2,066	2,032	2,408	1,838
Resume/Cover Letter/Application	593	566	832	633
Typing Practice	190	168	179	196
Career Assessment	101	33	99	78
Job Wall	539	344	461	326
Fax	1,137	1,093	1,304	1,084
Copier	510	363	425	343
Telephone	349	78	86	78
Plato Lab	755	623	775	782
Workshop	120	65	86	102
Orientation	65	26	50	77
Staff Appointment	209	157	138	249
Special Class	84	59	326	80
EDD/Unemployment	137	98	169	140
Certificate Test	63	68	68	85
<b>Customer Satisfaction</b>				
Courtesy of Staff	9.63	9.72	9.65	9.81
Time it took for staff to assist you	9.61	9.77	9.65	9.81
Did you get the information you needed?	9.63	9.67	9.58	9.78
Were you satisfied with the services?	9.70	9.73	9.64	9.89
Did we help you today?	9.67	9.75	9.62	9.86
<b>Would you refer our services to others?</b>				
Yes	236	216	150	137
No	6	1	1	0



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**Customer Service/Satisfaction Summary Data - Individual Locations**

<b>Who were our visitors</b>	<b>Merced</b>	<b>Los Banos</b>	<b>Both Locations</b>
Return Visits	1,737	1,528	3,265
First Visits	183	164	347
Total Visits	1,920	1,692	3,612
Total Visitors	942	712	1,654
<b>How did you hear about us?</b>			
Newspaper	0	0	0
Internet	3	0	3
Radio Ad	0	0	0
Friend/family	19	138	157
Walk-in	137	0	137
EDD	8	6	14
CalWORKs	2	6	8
Other Partner Referral	1	0	1
Other	10	13	23
<b>What did our customers use?</b>			
Internet Job Search	1,096	742	1,838
Resume / Cover Letter / Application	290	343	633
Typing Practice	132	64	196
Career Assessment	47	31	78
Job Wall	238	88	326
Fax	677	407	1,084
Copier	270	73	343
Telephone	13	65	78
Plato Lab	196	586	782
Workshop	55	47	102
Orientation	48	29	77
Staff Appointment	88	161	249
Special Class	18	62	80
EDD/Unemployment	87	53	140
Certificate Test	71	14	85
<b>Customer Satisfaction</b>			
Courtesy of Staff	9.76	9.84	9.81
Time it took for staff to assist you	9.83	9.80	9.81
Did you get the information you needed?	9.67	9.84	9.78
Were you satisfied with the services?	9.85	9.91	9.89
Did we help you today?	9.75	9.91	9.86
<b>Would you refer our services to others?</b>			
Yes	48	89	137
No	0	0	0



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### Suggestions

more computers
everything you do is great!
Don't know what I would do without this place!
Excellent job!
Advertise more.
Great place!
Great place.
No sounds good
None, its quiet and cozy. Maybe if you had a childcare center would be nice.
Add popcorn at the videos
Doing Good
No, very good work, I'am always happy coming here
No, everything is fine.
No. you have excellent services
Get more jobs.
Maybe adding a computer class just to get more computer skills
Give the full hour they say we have.
no, I think you guys are doing great!
No the service is fantastic!
Free Water
Just keep up the good work!
more computers
No, I love everything you offer.
I have used your services before, I was very ahppy with my results then too!
Worknet is a very nice enviornment!
Keep up the great work!
No, good friendly people.
Worknet Los Banos has very nice employees.
new computers



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### Concerns

The workers are very helpful and friendly.
Not right now on issues or concerns, you guys doing good job
No thank you
Money need a job quick and fast -4 kids -no money Smile Just for laughs
Find me a job.
I'm having difficulty finding on-line application for jobs.
find ma a job.
My conerns is that you guys are doing a good job.
My concerns is that you guys are doing a good job on concerns.
finding a job.
I need a job.
More assistance to make the experience for and more informational.
Thank you for placing phone, but wish it had been under supervision.
job openings
I need a Job!
opening jobs