

Worknet

Customer Satisfaction Report

July 2010

All Locations Combined	Jul-09	Jul-10	Jun-10	May-10
Customer Satisfaction				
Courtesy of staff.	9.56	9.50	9.64	9.70
Time if took for staff to assist you.	9.61	9.43	9.68	9.76
Did you get the information you needed?	9.58	9.39	9.64	9.52
Were you satisfied with the services?	9.64	9.47	9.62	9.63
Did we help you today?	9.66	9.49	9.62	9.61

Would you refer our services to others?				
Yes	113	349	178	175
No	6	2	0	2
No Selection Made	0	24	3	8

How did you hear about us?				
CalWORKs	0	23	5	8
EDD	10	45	15	20
Friend/Family	191	181	67	54
Flyer/Brochure	0	2	2	2
Internet	6	4	2	3
Newspaper	0	4	7	7
Other	14	28	15	11
Phone Book	0	1	0	1
Radio Ad	0	6	5	3
Walk-in	307	96	63	79

*Effective April 2010 the following data is from Customer Satisfaction Surveys vs. Scan Cards

By Location - July 2010	Merced	Los Banos	Wardrobe	All Locations
Customer Satisfaction				
Courtesy of staff.	9.43	9.74	9.75	9.50
Time if took for staff to assist you.	9.36	9.72	9.63	9.43
Did you get the information you needed?	9.30	9.78	9.63	9.39
Were you satisfied with the services?	9.40	9.78	9.67	9.47
Did we help you today?	9.41	9.80	9.79	9.49

Would you refer our services to others?				
Yes	290	35	24	349
No	2	0	0	2
No Selection Made	5	19	0	24

How did you hear about us?				
CalWORKs	17	4	2	23
EDD	35	5	5	45
Friend/Family	144	29	8	181
Flyer/Brochure	1	1	0	2
Internet	4	0	0	4
Newspaper	2	1	1	4
Other	24	1	3	28
Phone Book	1	0	0	1
Radio Ad	5	0	1	6
Walk-in	78	11	7	96

Note: June data not collected from Los Banos due to the reconfiguration of the facility.

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Customer Satisfaction Report
Suggestions and Concerns - All Locations - July 2010

Suggestions

Do you have any suggestions on how we can improve our services?

great service

find me a job

very nice place

people are very helpful

you guys are great

Love the new look!

Nice area, very helpful!

You guys are great!

Very helpful!

more job leads please

Very helpful

It was very good

overall great service

try to have more resources for employment

more info for computer literate

more info on job training .

more computer staff to help

your services are very good

so far services have helped me a lot

everything is wonderful

no, excellent staff

great services offered.

Just by telling others.

Great video!

Don't be scared to mention Jobs by mouth to people walking in.

This place is so much more organized and much cleaner than I expected. Thank you.

Ability to put a USB into the computer on own.

Worknet is very helpful with whatever I needed assisting to.

Finding or training for a new job.

I was very satisfied leave as it is.

All good.

None. The services are outstanding.

Services that you provide for Employment are outstanding.

None. Your current process is very acceptable.

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Suggestions and Concerns - All Locations - July 2010

Staff is on point. None needed.

Nope. Doing very fine.

No. Great Job!

None, just keep it the way it is.

Get more stuff.

Service is great.

No, Great job.

No, this is a lot more help I have ever got in the past. Thank you.

You are doing great already, thank you.

Satisfied with services.

Not at this time. Everyone was great.

Your'e doing great.

It's great.

I think everything is fine.

No everything was alright.

No, keep up the good job.

No, was very satisfied with the assistance I received.

The services you have now works well.

There is no need to improve.

Keep doing what you are doing.

No, everything went well.

Smile at front desk. Be courteous.

More staff in computer room.

The orientation video is too long.

Communications with all efects and aspects of EDD plus Pico on one.stop.shop.

Everything seems to be just perfect.

Perhaps a button to page someone at desk so I don't have to disturb others.

No, Great Job.

Teresa Titus.

Serve water or coffee.

I am satisfied and very enlightened today due to your current ethics.

Satisfied with Services

It was gerat information.

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Suggestions and Concerns - All Locations - July 2010

Concerns

Can you think of any concerns or issues that we may be able to assist you with?

you do a very good job to help others

getting a job

getting a job

have powerpoint and word classes at worknet.

no, thank you for all your help

Explain what these employers that you are dealing with are looking for in a Resume.

Just looking for additional ways to find job opportunities.

Help me make a better resume.

Please assist me in getting a job.

Two Thumbs up!!

Assist with resume.

Assist with Resume.

[Worknet Employee] is a very great help, very polite, respectful. Thank you Anita!!

Would like Resume to be accessible from home.

[Worknet Employee] has helped me with all questions. Very, Very helpful. Thank you Anita!

Need assistance in developing a beneficial trade.

Trying to find a job quickly.

Make a job fall into my lap. (JK).

assist with finidng a job.

Assistance with Job and learning skills to get in work world again.

Assisatnce in Training / School.

assistance by helping me with my resume.

More Trainings.

Everything's fine.

No I have no concerns.

Trying to get a job with no experience.

Keep the nice understanding people you have! :)

help with Typing test.

Specific job search for part time work, or full time, or part time shcool and work pt, 10 punch key.

Nothing yet, Appreciate all you have done.

Assistance in Accuplacer Exam/Proctor!

Assist me in finding work and updating my resume.

A workshop on how to do an interview.

Assist me with training or job.