

TO: Executive Committee

DATE: 12/07/09

FROM: WIB Staff

For Action

For Information

For Discussion

SUBJECT: On-Line Business Customer Satisfaction Survey

PROPOSED MOTION(S): Review final draft of the survey and approve the current format for distribution.

DISCUSSION: The Quality Employment and Development Committee has been reviewing a proposed on-line business survey. Questions are being asked to assess the effectiveness and indicate any opportunities for improvement regarding business services offered by the Department of Workforce Investment.

**ATTACHMENT(S):
Business Survey**

How are we doing?

1 Business Name:

2 Which of our services have you used? (Check all that apply)

- Employment Screening/Selective Recruitment
 - Referral of Job Seekers
 - Interview Rooms/Scheduling of Candidates
 - Referral Services to Community Resources
 - On-the-Job Training: (OJT)
 - Upgrade Skills and Training
 - Incumbent Worker Training
 - Consultation and Outplacement
 - Enterprise Zone Tax Credits
 - Work Opportunity Tax Credit (WOTC)
 - Labor Market & Wage Information
-

Please check the appropriate box to rate our service in the following areas.

3 Information Recieved?

- Excellent
 - Good
 - Fair
 - Poor
-

4 Courtesy of staff?

- Excellent
 - Good
 - Fair
 - Poor
-

5 Quality of overall service?

- Excellent
 - Good
 - Fair
 - Poor
 - N/A
-

6 Quality of facility/programs?

- Excellent
 - Good
 - Fair
 - Poor
 - N/A
-

7 Did you get a timely response?

- Excellent
 - Good
 - Fair
 - Poor
 - N/A
-

8 Were staff knowledgeable?

- Excellent
 - Good
 - Fair
 - Poor
 - N/A
-

9 Who is the Business Resource Representative that you have worked with at Merced County Dept. of Workforce Investment/Worknet?

- David Heyer
- Eve Snelling
- Elena Blanton
- Emily Tolsma
- Johnny Valadez

Martin Gomez-Benitez

Roberta Anderson

Other, please specify

10 When was the last time you were contacted by a Business Resource Representative? Within the last:

3 Months

6 Months

9 Months

12 Months

11 Would you recommend our services to other businesses?

YES NO

Why you would/would not recommend our services to others?

12 How did you hear about us?

13 Which services would you be interested in? (Check all that apply)

Employment Screening/Selective Recruitment

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Interview Rooms/Scheduling of Candidates

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14 Comments:

