



Worknet Customer Service & Satisfaction Report For All Locations May 2008

Merced County Department of Workforce Investment

Daily Sign-ins

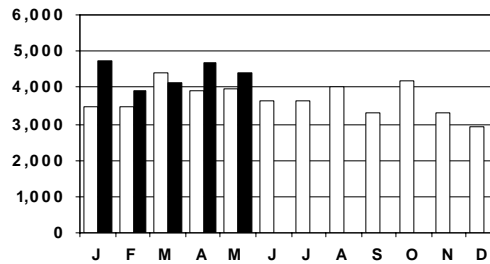
Daily sign-ins for May totaled 4,383, down 318 from the previous month and up 402 from May 2007. Daily sign-ins for the month of May are above the 6 year average.

May's 6 year average: 4,138

2007 annual average: 3,685

**Daily Sign-ins
2007 & 2008**

□ Daily Sign-ins(2007)
■ Daily Sign-ins(2008)



Return Visits

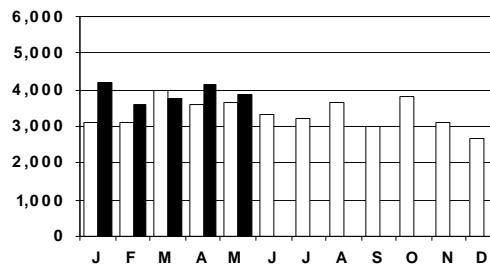
Return visits for May totaled 3,878, down 283 from the previous month and up 208 from May 2007. Return visits for the month of May are above the 6 year average.

May's 6 year average: 3,831

2007 annual average: 3,353

**Returning Visitors
2007 & 2008**

□ Returning Visitors(2007)
■ Returning Visitors(2008)



First Visits

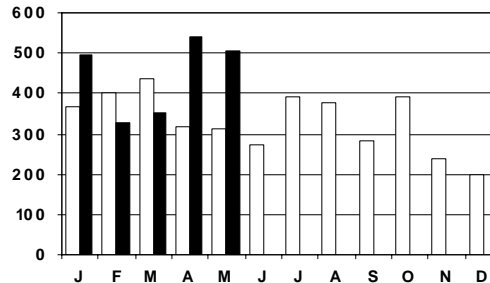
First Visits for May totaled 505, down 35 from the previous month and up 194 from May 2007. First Visits for the month of May are above the 6 year average.

May's 6 year average: 307

2007 annual average: 332

**First Visits
2007 & 2008**

□ First Visits(2007)
■ First Visits(2008)



Contents

How did you hear about us?	2
Would you refer our services to others?	2
Customer Satisfaction	3
How our customers used our services	3
Summary Data - All Locations	4
Summary Data - Individual Locations	5
Concerns	6
Suggestions	6

Customer Flow for May 2008

Both Locations

- On average, Wednesdays were the busiest days of the week, averaging 235 customers per day. (Weekly Average: 1,040 customers)

Merced

- Mondays were the busiest day of the week, with an average of 122 customers per day. (Weekly Average: 541 customers).

Los Banos

- Wednesdays were the busiest day of the week, with an average of 124 customers per day (Weekly Average: 499 customers).

Note:

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



**Worknet
Customer Service & Satisfaction Report
For All Locations
May 2008**

Merced County Department of Workforce Investment

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

How did you hear about us?

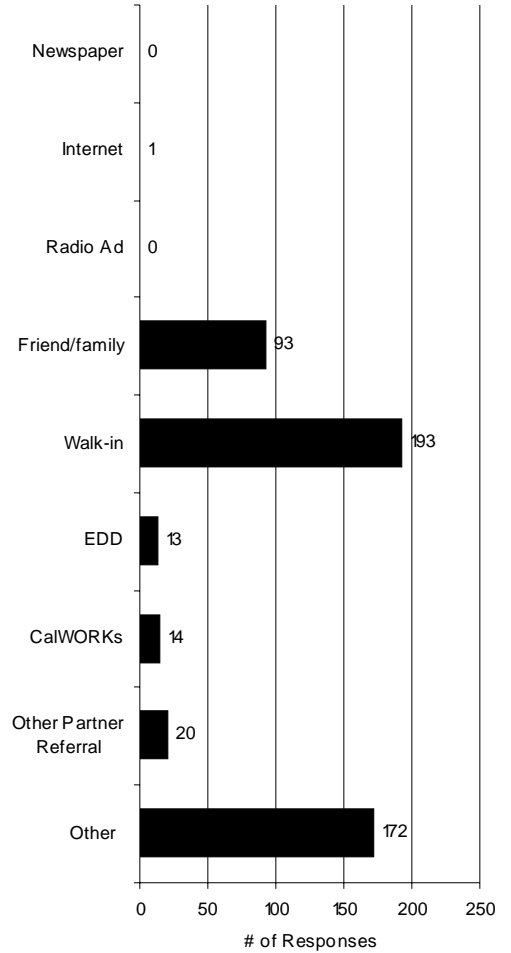
Responses from first-time visitors

In May, our first time visitors responded most often that they were walk-ins to the Worknet offices, with 193 customers providing this response.

Of the 172 customers responding as "Other", 169 heard about us through the team leadership recruitment for Target held in Los Banos.

How Did You Hear About Us?

■ May-08



In May, 97.65 percent of our customers responding would refer our services to others

Would you refer our services to others?

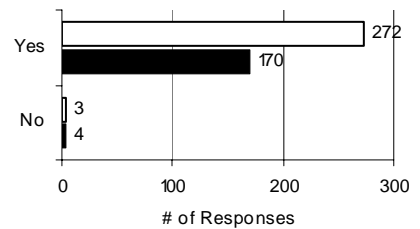
Of those responding to this question, 97.65 percent of our customers would refer our services to others.

PY 05/06 annual average: 98.78%

PY 06/07 annual average: 98.36%

Would you refer our services to others?

□ May-07
■ May-08



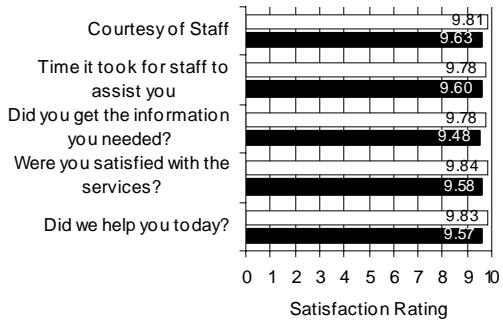


**Worknet
Customer Service & Satisfaction Report
For All Locations
May 2008**

Merced County Department of Workforce Investment

Customer Satisfaction

□ May-07
■ May-08



Customer Satisfaction Ratings

We received 180 surveys with responses to customer satisfaction questions in the month of May.

Consistently we see overall ratings for all questions in this category to be greater than 9.48 out of 10.

Five questionnaires contained a response of 5 or less.

“Consistently we see overall ratings for all questions in this category to be greater than 9.48 out of 10.”

Return Rate For Customer Satisfaction Survey

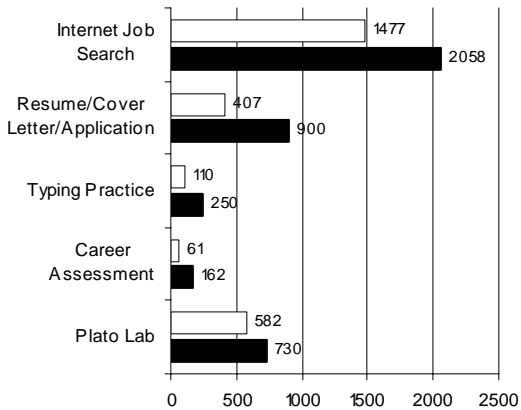
Both Locations: 4.11%

Merced: 5.42%

Los Banos: 2.70%

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

□ May-07
■ May-08



How our customers use our services

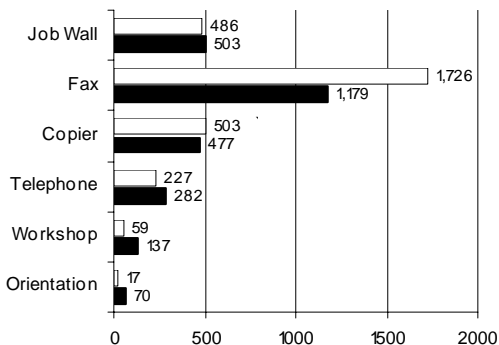
Computer related services are always the ones most used by our customers, with customers using one or more such services 4,100 times in May.

Internet Job Search and Resume/Cover Letter/Application were our most accessed computer services.

1,179 customers used our Fax service at Worknet in the month of May.

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

□ May-07
■ May-08



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



Worknet
Customer Service & Satisfaction Report
For All Locations
May 2008

Merced County Department of Workforce Investment

Customer Service/Satisfaction Summary Data - Both Locations

	May-07	Mar-08	Apr-08	May-08
Return Visits	3,670	3,788	4,161	3,878
First Visits	311	353	540	505
Total Visits	3,981	4,141	4,701	4,383
Total Visitors		1,794	2,133	2,066
How did you hear about us? - responses from first-time visitors beginning July 2007				
Newspaper	10	4	2	0
Internet	7	0	1	1
Radio Ad	4	0	0	0
Friend/family	58	111	144	93
Walk-in	76	186	180	193
EDD	26	10	11	13
CalWORKs	123	8	29	14
Other Partner Referral		12	4	20
Other	10	15	160	172
What did our customers use?				
Internet Job Search	1,477	2,137	2,303	2,058
Resume/Cover Letter/Application	407	635	766	900
Typing Practice	110	154	280	250
Career Assessment	61	98	125	162
Job Wall	486	614	653	503
Fax	1,726	1,216	1,236	1,179
Copier	503	569	649	477
Telephone	227	341	354	282
Plato Lab	582	722	852	730
Workshop	59	85	86	137
Orientation	17	83	62	70
Staff Appointment		182	433	354
Special Class		97	107	75
EDD/Unemployment		124	156	133
Certificate Test		56	125	106
Customer Satisfaction				
Courtesy of Staff	9.81	9.52	9.48	9.63
Time it took for staff to assist you	9.78	9.55	9.55	9.60
Did you get the information you needed?	9.78	9.55	9.52	9.48
Were you satisfied with the services?	9.84	9.52	9.58	9.58
Did we help you today?	9.83	9.63	9.55	9.57
Would you refer our services to others?				
Yes	272	359	264	170
No	3	0	2	4



Worknet
 Customer Service & Satisfaction Report
 For All Locations
 May 2008

Merced County Department of Workforce Investment

Customer Service/Satisfaction Summary Data - Individual Locations

Who were our visitors	Merced	Los Banos	Both Locations
Return Visits	2,002	1,876	3,878
First Visits	269	236	505
Total Visits	2,271	2,112	4,383
Total Visitors	1,191	875	2,066
How did you hear about us?			
Newspaper	0	0	0
Internet	1	0	1
Radio Ad	0	0	0
Friend/family	19	74	93
Walk-in	193	0	193
EDD	7	6	13
CalWORKs	14	0	14
Other Partner Referral	20	0	20
Other	3	169	172
What did our customers use?			
Internet Job Search	1,430	628	2,058
Resume / Cover Letter / Application	459	441	900
Typing Practice	178	72	250
Career Assessment	66	96	162
Job Wall	399	104	503
Fax	837	342	1,179
Copier	387	90	477
Telephone	221	61	282
Plato Lab	83	647	730
Workshop	17	120	137
Orientation	46	24	70
Staff Appointment	61	293	354
Special Class	52	23	75
EDD/Unemployment	94	39	133
Certificate Test	94	12	106
Customer Satisfaction			
Courtesy of Staff	9.61	9.68	9.63
Time it took for staff to assist you	9.54	9.72	9.60
Did you get the information you needed?	9.46	9.54	9.48
Were you satisfied with the services?	9.57	9.61	9.58
Did we help you today?	9.59	9.53	9.57
Would you refer our services to others?			
Yes	118	52	170
No	4	0	4



Worknet
Customer Service & Satisfaction Report
For All Locations
May 2008

Merced County Department of Workforce Investment

Page 6

Suggestions

No, i'm really satisfied with your services today
Have someone available 12 noon to 1 in the computer room
Need the human touch counselors
Get more government funding
Stay open longer
Alittle more knowledge of who's in & who's out on any given day.
More computers
Be the first to ask if help is needed
Get new job lists
Maybe more advertisement of services
Just keep it up
No. everythings perfct
good already
improve already
services are great

Concerns

Would like to discuss different types of resumes
Santize key boards
More staff assistants
Help with filling out job applications
Finding a job
No. everythings just right