

**WorkNet Customer Service/Satisfaction Survey
PY 02/03 Summary Data**

	Jul 2002	Aug 2002	Sep 2002	Oct 2002	Nov 2002	Dec 2002	Jan 2003	Feb 2003	Mar 2003	Apr 2003	May 2003	Jun 2003	Total
Daily Sign-ins	3,628	3,655	3,988	4,299	2,978	3,875	5,417	4,645	5,634	5,547	5,176	4,536	53,378
Daily Questionnaires	1,492	1,581	2,374	2,664	2,312	2,030	2,623	2,404	3,209	2,880	2,939	2,460	28,968
First Visit	204	196	310	266	288	154	395	216	267	212	126	179	2,813
Customer Satisfaction													
Courtesy of Staff	9.58	9.62	9.66	9.60	9.50	9.59	9.46	9.52	9.49	9.62	9.66	9.60	
Time it took for staff to assist you	9.59	9.65	9.64	9.62	9.49	9.55	9.41	9.48	9.51	9.55	9.61	9.64	
Did you get the information you needed	9.58	9.62	9.60	9.60	9.49	9.46	9.45	9.44	9.50	9.62	9.61	9.62	
Were you satisfied with the services?	9.59	9.64	9.64	9.64	9.54	9.55	9.47	9.53	9.48	9.64	9.68	9.67	
Did we help you today?	9.60	9.63	9.63	9.62	9.53	9.54	9.42	9.55	9.46	9.63	9.61	9.62	
What did our customer use?													
Computer	876	885	1,361	1,590	1,254	1,098	1,490	2,404	2,038	1,977	2,018	1,761	18,752
CalJobs/Internet Job Search	504	495	677	807	556	545	662	1,457	1,001	977	915	706	9,302
Resume/Cover Letter	127	139	170	236	194	171	214	828	351	299	271	215	3,215
Typing Practice	43	78	100	99	97	76	73	252	174	137	85	77	1,291
Typing Certificate	17	49	68	48	74	14	13	90	63	49	18	30	533
Career Exploration	51	36	117	103	95	64	71	23	108	98	103	53	922
Job Listing	175	200	315	298	356	319	426	82	668	575	676	561	4,651
Fax	161	173	283	276	283	261	299	479	364	388	290	266	3,523
Copier	132	116	207	266	216	182	234	287	296	271	239	231	2,677
Telephone	156	173	292	259	314	285	330	222	449	355	239	229	3,303
Typewriter	21	18	35	36	37	24	31	386	54	36	26	17	721
Resource Library	17	20	20	41	28	60	37	31	67	69	34	23	447
Skills Certificate	14	10	17	22	31	16	15	20	41	24	25	15	250
Plato Lab	291	395	486	494	402	364	499	17	573	497	406	326	4,750
Workshop	10	7	31	34	36	34	29	437	69	37	30	21	775
Orientation							25	27	32	18	33	20	155
How did you hear about us?													
Newspaper ad	9	1	0	6	12	10	7	21	18	26	6	4	120
Radio ad	0	0	1	4	3	1	0	0	5	2	0	1	17
Flyer/Brochure	0	1	1	1	5	0	0	5	3	0	0	2	18
Friend/Family	55	47	12	70	83	49	4	25	36	9	8	5	403
EDD	27	16	6	17	37	15	0	13	26	4	1	1	163
Merced Mall	5	2	1	4	2	0	0	1	2	0	0	1	18
Billboard	1	1	0	7	8	7	0	5	5	0	1	2	37
TV ad	1	0	0	0	0	0	0	0	1	1	0	0	3
Internet	0	4	0	1	2	6	0	3	2	1	0	1	20
Walk-in	na	na	na	na	na	na	3	7	27	20	10	10	77
CalWORKs	na	na	na	na	na	na	1	6	7	4	5	3	26
Phonebook	na	na	na	na	na	na	1	0	4	0	1	1	7