



# Worknet Customer Service & Satisfaction Report For All Locations June 2008

Merced County Department of Workforce Investment

## Daily Sign-ins

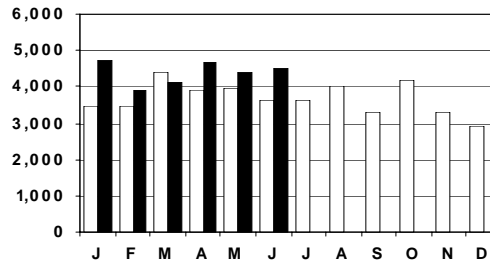
Daily sign-ins for June totaled 4,528, up 145 from the previous month and up 903 from June 2007. Daily sign-ins for the month of June are above the 6 year average.

June's 6 year average: 4,051

2007 annual average: 3,685

**Daily Sign-ins  
2007 & 2008**

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



## Return Visits

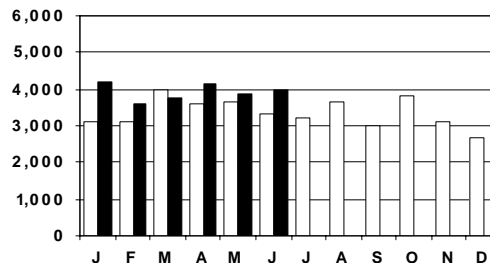
Return visits for June totaled 3,973, up 95 from the previous month and up 623 from June 2007. Return visits for the month of June are above the 6 year average.

June's 6 year average: 3,725

2007 annual average: 3,353

**Returning Visitors  
2007 & 2008**

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



## First Visits

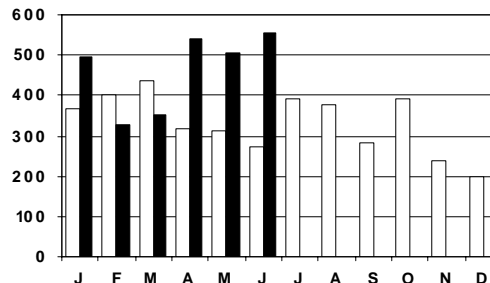
First Visits for June totaled 555, up 50 from the previous month and up 280 from June 2007. First Visits for the month of June are above the 6 year average.

June's 6 year average: 327

2007 annual average: 332

**First Visits  
2007 & 2008**

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



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## Customer Flow for June 2008

### Both Locations

- On average, Tuesdays were the busiest days of the week, averaging 239 customers per day. (Weekly Average: 1,078 customers)

### Merced

- Mondays were the busiest day of the week, with an average of 125 customers per day. (Weekly Average: 546 customers).

### Los Banos

- Tuesdays were the busiest day of the week, with an average of 121 customers per day. (Weekly Average: 532 customers).

## Note:

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



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**Marketing advertisements for  
June 2008**  
*\* The Bus  
Worknet signs inside buses*

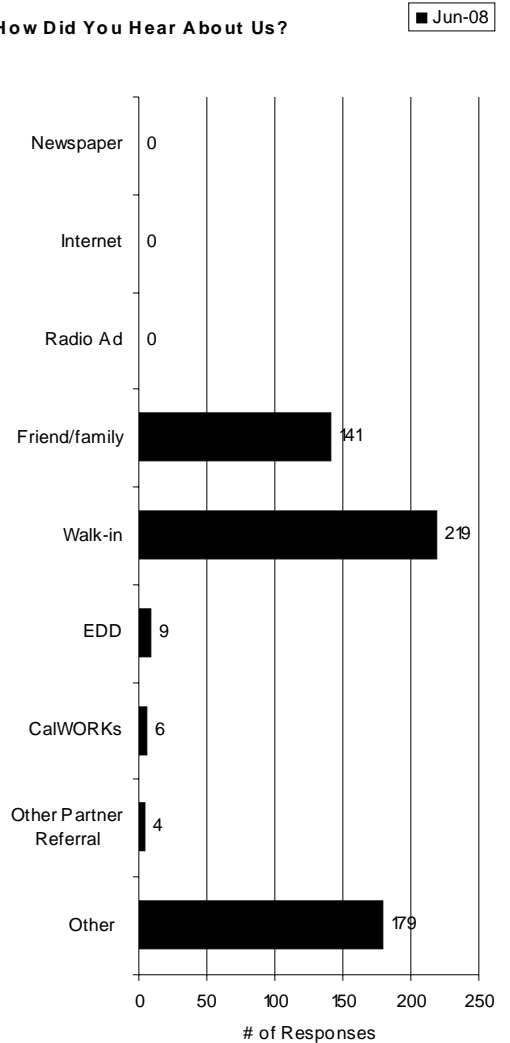
**How did you hear about us?**

*Responses from first-time visitors*

In June, our first time visitors responded most often that they were walk-ins to the Worknet offices, with 219 customers providing this response.

Of the 179 customers responding as "Other", 172 heard about us through the team leadership recruitment for Target held in Los Banos.

**How Did You Hear About Us?**



*In June, 98.60 percent of our customers responding would refer our services to others*

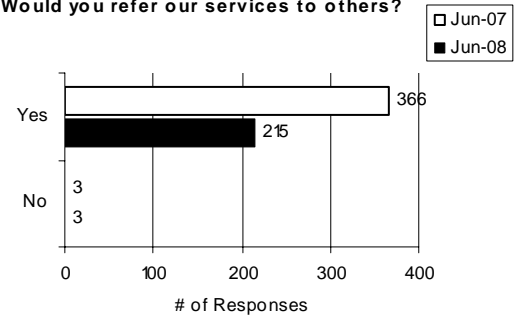
**Would you refer our services to others?**

Of those responding to this question, 98.60 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?**





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**Customer Satisfaction**



**Customer Satisfaction Ratings**

We received 220 surveys with responses to customer satisfaction questions in the month of June.

Consistently we see overall ratings for all questions in this category to be greater than 9.58 out of 10.

Two questionnaires contained a response of 5 or less.

*“Consistently we see overall ratings for all questions in this category to be greater than 9.58 out of 10.”*

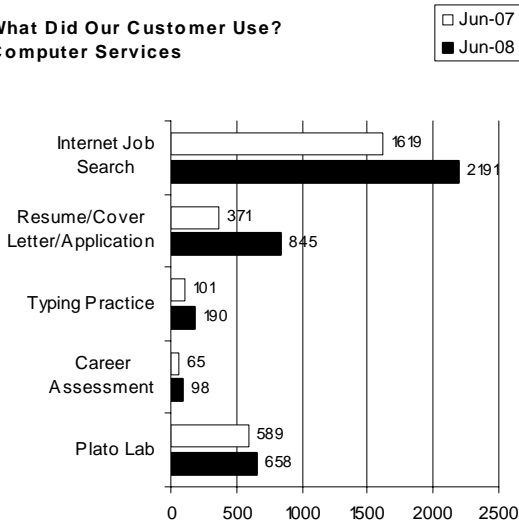
**Return Rate For Customer Satisfaction Survey**

*Both Locations: 4.86%*

*Merced: 6.89%*

*Los Banos: 2.77%*

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



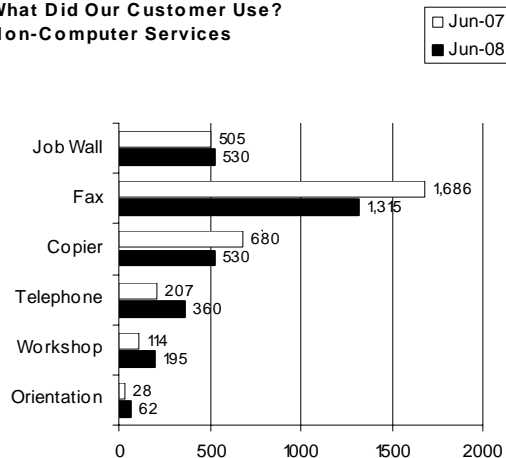
**How our customers use our services**

Computer related services are always the ones most used by our customers, with customers using one or more such services 3,982 times in June.

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

*1,315 customers used our Fax service at Worknet in the month of June.*

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



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



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

	<b>Jun-07</b>	<b>Apr-08</b>	<b>May-08</b>	<b>Jun-08</b>
Return Visits	3,350	4,161	3,878	3,973
First Visits	275	540	505	555
Total Visits	3,625	4,701	4,383	4,528
Total Visitors		2,133	2,066	2,170
<b>How did you hear about us? - responses from first-time visitors beginning July 2007</b>				
Newspaper	29	2	0	0
Internet	2	1	1	0
Radio Ad	1	0	0	0
Friend/family	70	144	93	141
Walk-in	119	180	193	219
EDD	41	11	13	9
CalWORKs	130	29	14	6
Other Partner Referral		4	20	4
Other	10	160	172	179
<b>What did our customers use?</b>				
Internet Job Search	1,619	2,303	2,058	2,191
Resume/Cover Letter/Application	371	766	900	845
Typing Practice	101	280	250	190
Career Assessment	65	125	162	98
Job Wall	505	653	503	530
Fax	1,686	1,236	1,179	1,315
Copier	680	649	477	530
Telephone	207	354	282	360
Plato Lab	589	852	730	658
Workshop	114	86	137	195
Orientation	28	62	70	62
Staff Appointment		433	354	344
Special Class		107	75	72
EDD/Unemployment		156	133	112
Certificate Test		125	106	77
<b>Customer Satisfaction</b>				
Courtesy of Staff	9.69	9.48	9.63	9.58
Time it took for staff to assist you	9.73	9.55	9.60	9.67
Did you get the information you needed?	9.73	9.52	9.48	9.63
Were you satisfied with the services?	9.72	9.58	9.58	9.61
Did we help you today?	9.68	9.55	9.57	9.61
<b>Would you refer our services to others?</b>				
Yes	366	264	170	215
No	3	2	4	3



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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	2,033	1,940	3,973
First Visits	260	295	555
Total Visits	2,293	2,235	4,528
Total Visitors	1,173	997	2,170
<b>How did you hear about us?</b>			
Newspaper	0	0	0
Internet	0	0	0
Radio Ad	0	0	0
Friend/family	16	125	141
Walk-in	219	0	219
EDD	9	0	9
CalWORKs	4	2	6
Other Partner Referral	4	0	4
Other	7	172	179
<b>What did our customers use?</b>			
Internet Job Search	1,452	739	2,191
Resume / Cover Letter / Application	431	414	845
Typing Practice	134	56	190
Career Assessment	37	61	98
Job Wall	408	122	530
Fax	961	354	1,315
Copier	428	102	530
Telephone	283	77	360
Plato Lab	77	581	658
Workshop	46	149	195
Orientation	40	22	62
Staff Appointment	77	267	344
Special Class	61	11	72
EDD/Unemployment	79	33	112
Certificate Test	64	13	77
<b>Customer Satisfaction</b>			
Courtesy of Staff	9.47	9.84	9.58
Time it took for staff to assist you	9.61	9.84	9.67
Did you get the information you needed?	9.53	9.90	9.63
Were you satisfied with the services?	9.51	9.87	9.61
Did we help you today?	9.52	9.84	9.61
<b>Would you refer our services to others?</b>			
Yes	153	62	215
No	3	0	3



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### Suggestions

Get a tv to stay up on current events, offer the old job coaches you used to have.
Cookies
More people to help.
very helpful!
at least one more evening class for plato.
Help out those who has a hard time getting a job with a bad background.
Longer Hours
Get more snack tables and a TV.
You need to get in more jobs in welding
doing a great job!
good services!
At least 1 more evening class, plato lab.
Very good place to look for work.
more web-sites of jobs
there is nothing to improve
allow computers to acess USB flash drives and save info. onto them.

### Concerns

getting a job
I'm having a hard time finding a job because of my background. I am trying to do right by getting a job., Build a future
No, everybody was very helpful and polite.
New Job List
Local job positions



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**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