



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

Merced County Department of Workforce Investment

## Daily Sign-ins

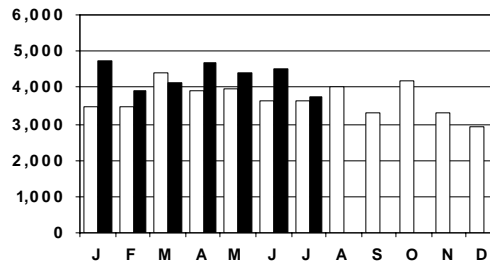
Daily sign-ins for July totaled 3,766, down 762 from the previous month and up 158 from July 2007. Daily sign-ins for the month of July are below the 6 year average.

July's 6 year average: 3,851

2007 annual average: 3,685

**Daily Sign-ins  
2007 & 2008**

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



## Return Visits

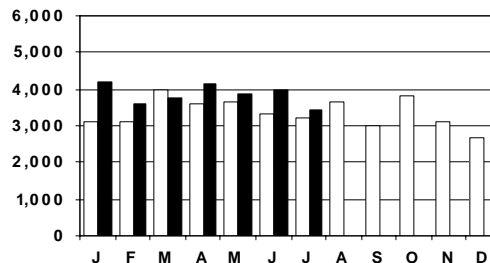
Return visits for July totaled 3,433, down 540 from the previous month and up 219 from July 2007. Return visits for the Month of July are below the 6 year average.

July's 6 year average: 3,543

2007 annual average: 3,353

**Returning Visitors  
2007 & 2008**

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



## First Visits

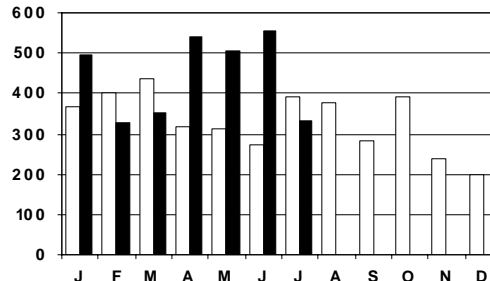
First Visits for July totaled 333, down 222 from the previous month and down 61 from July 2007. First Visits for the month of July are above the 6 year average.

July's 6 year average: 308

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, Mondays were the busiest days of the week, averaging 220 customers per day. (Weekly Average: 856 customers)

### Merced

- Mondays were the busiest day of the week, with an average of 125 customers per day. (Weekly Average: 496 customers).

### Los Banos

- Mondays were the busiest day of the week, with an average of 95 customers per day (Weekly Average: 360 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  
July 2008**  
*\* The Bus  
Worknet signs inside buses*

**How did you hear about us?**

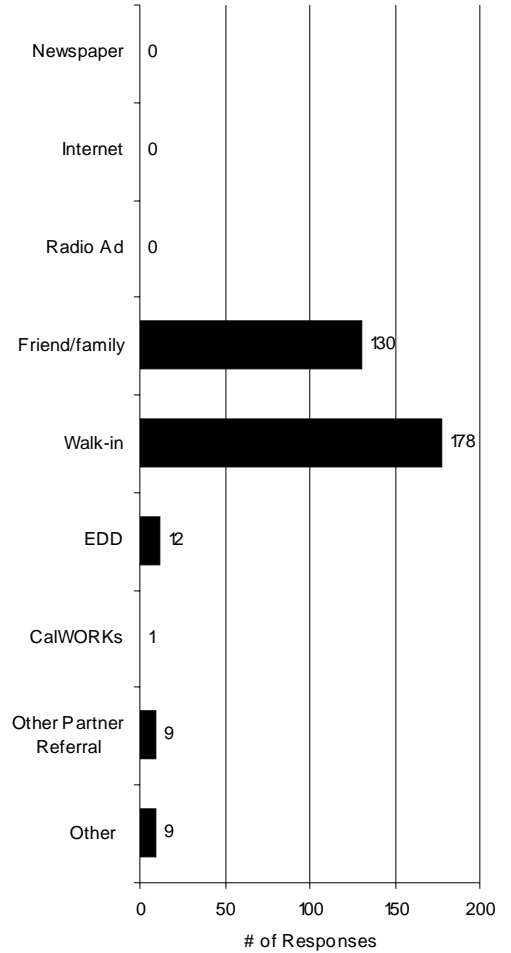
*Responses from first-time visitors*

In July, our first time visitors responded most often that they were walk-ins to the Worknet offices, with 178 customers providing this response.

An additional 130 visitors responded that they heard about us from friends or family.

**How Did You Hear About Us?**

■ Jul-08



*In July, 98.98 percent of our customers responding would refer our services to others*

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

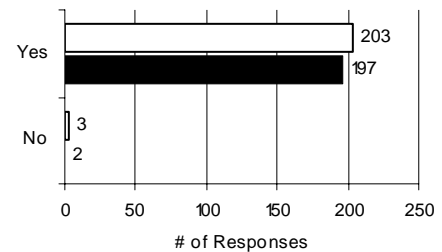
Of those responding to this question, 98.98 percent of our customers would refer our services to others.

PY 06/07 annual average: 98.36%

PY 07/08 annual average: 98.83%

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

□ Jul-07  
■ Jul-08

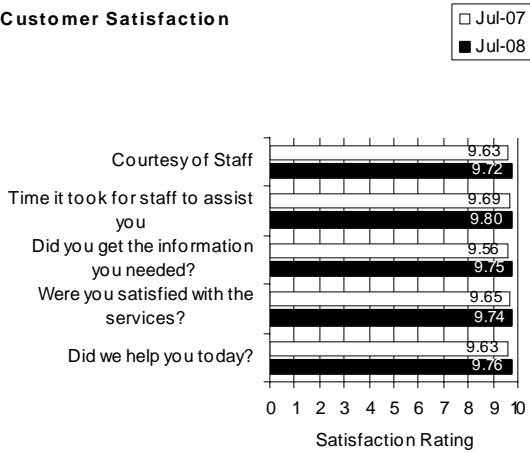




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**Customer Satisfaction**



**Customer Satisfaction Ratings**

We received 201 surveys with responses to customer satisfaction questions in the month of July.

Consistently we see overall ratings for all questions in this category to be greater than 9.72 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 9.72 out of 10.”*

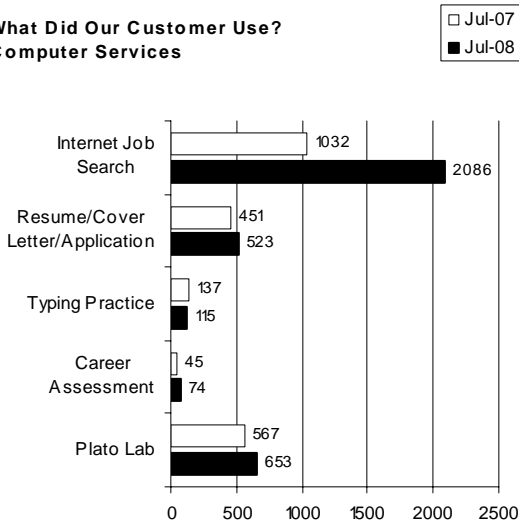
**Return Rate For Customer Satisfaction Survey**

*Both Locations: 5.34%*

*Merced: 5.40%*

*Los Banos: 5.25%*

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



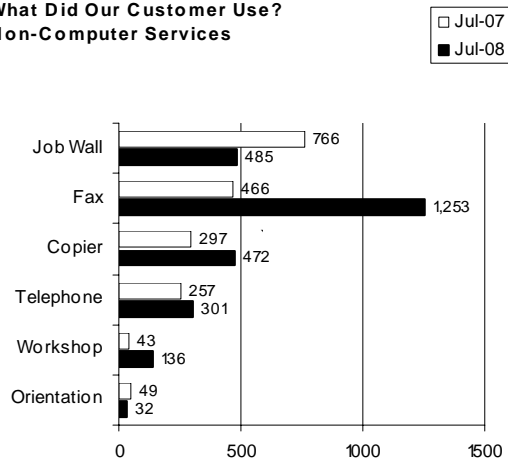
**How our customers use our services**

Computer related services are always the ones most used by our customers, with customers using one or more such services 3,451 times in July.

Internet Job Search and the PLATO Lab were our most accessed computer services.

*1,253 customers used our Fax service at Worknet in the month of July.*

**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>Jul-07</b>	<b>May-08</b>	<b>Jun-08</b>	<b>Jul-08</b>
Return Visits	3,139	4,161	3,878	3,433
First Visits	392	540	505	333
Total Visits	3,531	4,701	4,383	3,766
Total Visitors		2,133	2,066	1,716
<b>How did you hear about us? - responses from first-time visitors beginning July 2007</b>				
Newspaper	9	2	0	0
Internet	2	1	1	0
Radio Ad	4	0	0	0
Friend/family	48	144	93	130
Walk-in	104	180	193	178
EDD	29	11	13	12
CalWORKs	29	29	14	1
Other Partner Referral		4	20	9
Other	19	160	172	9
<b>What did our customers use?</b>				
Internet Job Search	1,032	2,303	2,058	2,086
Resume/Cover Letter/Application	451	766	900	523
Typing Practice	137	280	250	115
Career Assessment	45	125	162	74
Job Wall	766	653	503	485
Fax	466	1,236	1,179	1,253
Copier	297	649	477	472
Telephone	257	354	282	301
Plato Lab	567	852	730	653
Workshop	43	86	137	136
Orientation	49	62	70	32
Staff Appointment		433	354	162
Special Class		107	75	44
EDD/Unemployment		156	133	129
Certificate Test		125	106	34
<b>Customer Satisfaction</b>				
Courtesy of Staff	9.63	9.48	9.63	9.72
Time it took for staff to assist you	9.69	9.55	9.60	9.80
Did you get the information you needed?	9.56	9.52	9.48	9.75
Were you satisfied with the services?	9.65	9.58	9.58	9.74
Did we help you today?	9.63	9.55	9.57	9.76
<b>Would you refer our services to others?</b>				
Yes	203	264	170	197
No	3	2	4	2



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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	1,959	1,474	3,433
First Visits	225	108	333
Total Visits	2,184	1,582	3,766
Total Visitors	1,149	567	1,716
<b>How did you hear about us?</b>			
Newspaper	0	0	0
Internet	0	0	0
Radio Ad	0	0	0
Friend/family	16	114	130
Walk-in	178	0	178
EDD	12	0	12
CalWORKs	1	0	1
Other Partner Referral	9	0	9
Other	9	0	9
<b>What did our customers use?</b>			
Internet Job Search	1,389	697	2,086
Resume / Cover Letter / Application	402	121	523
Typing Practice	84	31	115
Career Assessment	43	31	74
Job Wall	395	90	485
Fax	877	376	1,253
Copier	394	78	472
Telephone	227	74	301
Plato Lab	54	599	653
Workshop	37	99	136
Orientation	24	8	32
Staff Appointment	93	69	162
Special Class	40	4	44
EDD/Unemployment	86	43	129
Certificate Test	29	5	34
<b>Customer Satisfaction</b>			
Courtesy of Staff	9.58	9.93	9.72
Time it took for staff to assist you	9.71	9.92	9.80
Did you get the information you needed?	9.64	9.90	9.75
Were you satisfied with the services?	9.61	9.93	9.74
Did we help you today?	9.64	9.93	9.76
<b>Would you refer our services to others?</b>			
Yes	115	82	197
No	2	0	2



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**July 2008**

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### Suggestions

at least 1 more evening class, plato lab.
just keep up the good work!
keep up the good work!
Everything great, wonderful!
more computers
May be by open on weekens
Be more explanative as to how all you resourses work
The services were very good
Great services
Perfect, no need to change
More male workers & maybe moe 1 on 1 asst
Not asted first time vistors to fill out this form until service rendered
Everything is good
None at the moment
No/yes more compurters & phones
Worknet is great.
Its just right as is a'll lry you knoe ig you do.
Not to speak of /reception is friendly and helpful
Maybe set up a voice mail system for cll backs on jobs.
Yes, give staff a raise
Keep up the good work.
Keep doing what you ae doing.
One on one job search asistance for qualified special jobs that may be exclusive for me.
At least 1 more evening class, plato lab.

### Concerns

criminal background maybe legal assistance.
computer training classes
Just job placement
Finding a job right now, or internship
No, I really like your worknet first time here.
I would really like a job
Finding a job!
Looking for a job.
Getting a good job..
Finding a job.
GED
GED
Finding a good job.
No the assistance was perfect