



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

Volume 9  
No. 8

Merced County Department of Workforce Investment

## Daily Sign-ins

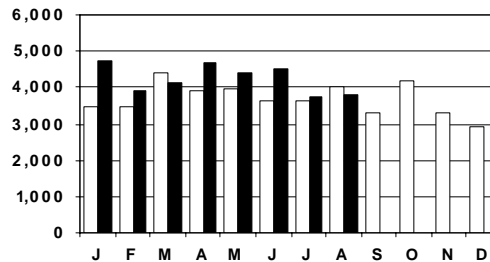
Daily sign-ins for August totaled 3,807, up 41 from the previous month and down 209 from August 2007. Daily sign-ins for the month of August are below the 6 year average.

August's 6 year average: 4,036

2007 annual average: 3,685

**Daily Sign-ins  
2007 & 2008**

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



## Return Visits

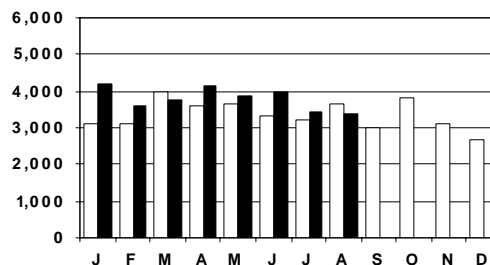
Return visits for August totaled 3,396, down 37 from the previous month and down 242 from August 2007. Return visits for the month of August are below the 6 year average.

August's 6 year average: 3,636

2007 annual average: 3,353

**Returning Visitors  
2007 & 2008**

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



## First Visits

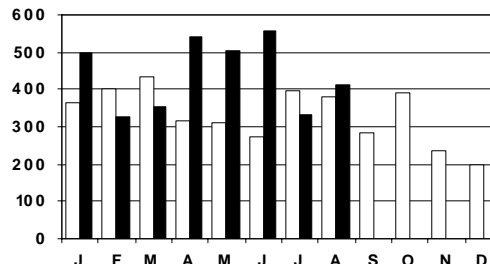
First Visits for August totaled 411, up 78 from the previous month and up 33 from August 2007. First Visits for the month of August are above the 6 year average.

August's 6 year average: 400

2007 annual average: 332

**First Visits  
2007 & 2008**

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



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## Customer Flow for August 2008

### Both Locations

- On average, Mondays were the busiest days of the week, averaging 201 customers per day. (Weekly Average: 906 customers)

### Merced

- Mondays were the busiest day of the week, with an average of 131 customers per day. (Weekly Average: 550 customers).

### Los Banos

- Wednesdays were the busiest day of the week, with an average of 81 customers per day (Weekly Average: 356 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  
August 2008**

*\* The Bus*

*Worknet signs inside buses*

*Advertisements in the Merced Sun-Star, Livingston Chronicle, Los Banos Enterprise, and Chowchilla News announcing an event aimed at persons recently laid off from the boat building industry*

*In August, 99.31 percent of our customers responding would refer our services to others*

**How did you hear about us?**

*Responses from first-time visitors*

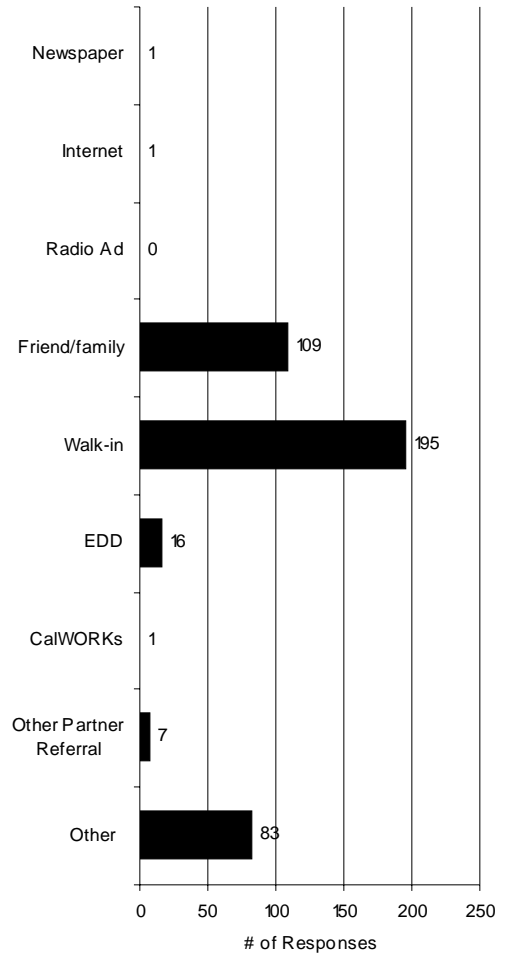
In August, our first time visitors responded most often that they were walk-ins to the Worknet offices, with 195 customers providing this response.

An additional 109 visitors responded that they heard about us from friends or family.

Nearly all of the 83 visitors whose responses were classed as "Other" wrote in "Job Fair" on the response form.

**How Did You Hear About Us?**

■ Aug-08



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

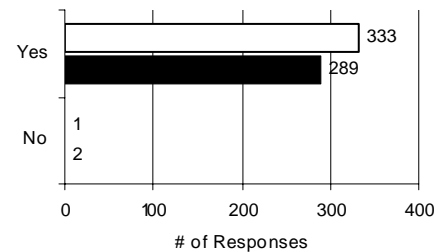
Of those responding to this question, 99.31 percent of our customers would refer our services to others.

PY 06/07 annual average: 98.36%

PY 07/08 annual average: 98.83%

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

□ Aug-07  
■ Aug-08



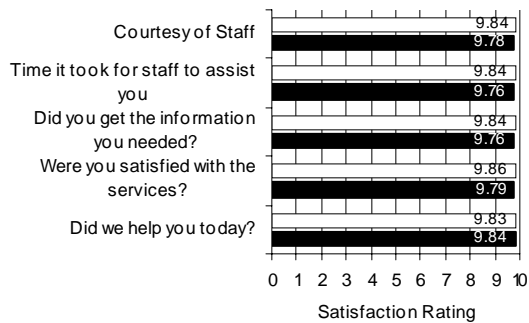


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**Customer Satisfaction**

□ Aug-07  
 ■ Aug-08



**Customer Satisfaction Ratings**

We received 294 surveys with responses to customer satisfaction questions in the month of August.

Consistently we see overall ratings for all questions in this category to be greater than 9.76 out of 10.

One questionnaire contained a response of 5 or less.

*“Consistently we see overall ratings for all questions in this category to be greater than 9.76 out of 10.”*

**Return Rate For Customer Satisfaction Survey**

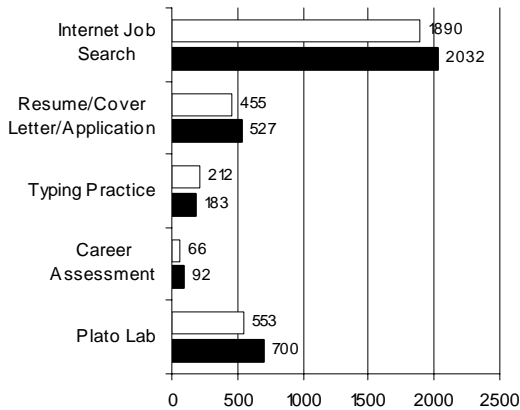
*Both Locations: 7.72%*

*Merced: 8.44%*

*Los Banos: 6.62%*

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

□ Aug-07  
 ■ Aug-08



**How our customers use our services**

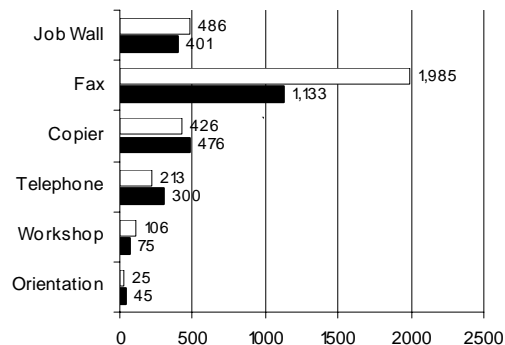
Computer related services are always the ones most used by our customers, with customers using one or more such services 3,534 times in August.

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

*1,133 customers used our Fax service at Worknet in the month of August.*

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

□ Aug-07  
 ■ Aug-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.



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

	<b>Aug-07</b>	<b>Jun-08</b>	<b>Jul-08</b>	<b>Aug-08</b>
Return Visits	3,638	4,161	3,878	3,396
First Visits	378	540	505	411
Total Visits	4,016	4,701	4,383	3,807
Total Visitors		2,133	2,066	1,739
<b>How did you hear about us?</b>				
Newspaper	0	2	0	1
Internet	0	1	1	1
Radio Ad	0	0	0	0
Friend/family	115	144	93	109
Walk-in	58	180	193	195
EDD	15	11	13	16
CalWORKs	37	29	14	1
Other Partner Referral	8	4	20	7
Other	51	160	172	83
<b>What did our customers use?</b>				
Internet Job Search	1,890	2,303	2,058	2,032
Resume/Cover Letter/Application	455	766	900	527
Typing Practice	212	280	250	183
Career Assessment	66	125	162	92
Job Wall	486	653	503	401
Fax	1,985	1,236	1,179	1,133
Copier	426	649	477	476
Telephone	213	354	282	300
Plato Lab	553	852	730	700
Workshop	106	86	137	75
Orientation	25	62	70	45
Staff Appointment		433	354	119
Special Class		107	75	178
EDD/Unemployment		156	133	135
Certificate Test		125	106	107
<b>Customer Satisfaction</b>				
Courtesy of Staff	9.84	9.48	9.63	9.78
Time it took for staff to assist you	9.84	9.55	9.60	9.76
Did you get the information you needed?	9.84	9.52	9.48	9.76
Were you satisfied with the services?	9.86	9.58	9.58	9.79
Did we help you today?	9.83	9.55	9.57	9.84
<b>Would you refer our services to others?</b>				
Yes	333	264	170	289
No	1	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	2,001	1,395	3,396
First Visits	310	101	411
Total Visits	2,311	1,496	3,807
Total Visitors	1,205	534	1,739
<b>How did you hear about us?</b>			
Newspaper	1	0	1
Internet	1	0	1
Radio Ad	0	0	0
Friend/family	21	88	109
Walk-in	195	0	195
EDD	11	5	16
CalWORKs	1	0	1
Other Partner Referral	6	1	7
Other	74	9	83
<b>What did our customers use?</b>			
Internet Job Search	1,426	606	2,032
Resume / Cover Letter / Application	391	136	527
Typing Practice	139	44	183
Career Assessment	63	29	92
Job Wall	314	87	401
Fax	808	325	1,133
Copier	392	84	476
Telephone	238	62	300
Plato Lab	89	611	700
Workshop	22	53	75
Orientation	29	16	45
Staff Appointment	59	60	119
Special Class	164	14	178
EDD/Unemployment	99	36	135
Certificate Test	77	30	107
<b>Customer Satisfaction</b>			
Courtesy of Staff	9.75	9.84	9.78
Time it took for staff to assist you	9.73	9.82	9.76
Did you get the information you needed?	9.71	9.85	9.76
Were you satisfied with the services?	9.73	9.92	9.79
Did we help you today?	9.78	9.95	9.84
<b>Would you refer our services to others?</b>			
Yes	191	98	289
No	2	0	2



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### Suggestions

I happyt with over all
Have classes on computer programs
the service is awesome I have no suggestions
all services are great, staff couldn't be more friendly.
You are doing just fine.
Free snacks or cookies!
Update other job offers in Merced area
I think you are very helpful. I think it is up to the individual to take advantage of services.
Great!
Your service is excellent
Give staff a raise
can't thionk of any at the moment
Love the services!
Good services already
fix computer to go faster and keyboard malfunctions at times
so far so good
Keep up the good
More employer outreach to raise awareness and bring in more job postings
doing a great job
I think this is a wonderful place to help people get on their feet.
At least 1 more evening class, plato lab.
Job well done
Okay
Typing service please, I can't really type.
You are good
Not really, your doing very well
Well done , good job in all position
More employment
None: Great Job
More resources, faster computers
Just need more computers
No, you guys have everything under conrol
To my everytiong is good
Very satisfied
I was impressed with your service, staff was very helpful, I felt comfortable with staff. Please thank...
You are doing very well in assisting everyone....Thank you
When every I come in, you answer my questions
Great Program
First time here



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### Suggestions (Cont.)

Have water fountain in from of store.
None whatever. Keep up the good work.
You guys are great.
Get vocational programs.
No, I think you are doing a great job already.
Everything is perfectly fine.
I think the phones service could be a little beter.
Modified.....Motor.
your services are pretty well organized and helpful.

### Concerns

a job (smile)
Finding a job.
GED
No everything great
Everything seems fine at the moment
Was wondering if there is a typing class I can take to improve typing skills
Choosing a new career
I like to think so
GED
Finding a job and GED
Everything is fine
Jobs
You should make a list of all the places taht is hiring.
all has been very helpful thanks for everything
For a line when we come in.
Very satisfied
I don't have any concerns at this time
Finding a good paying job to replace one of my other jobs. Want 2 be able 2 sell my- self in my resume.
Resume, help brush up job skills
a job.
None, just need to find a job
Good Attention
A job.