



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

Volume 9  
No. 10

Merced County Department of Workforce Investment

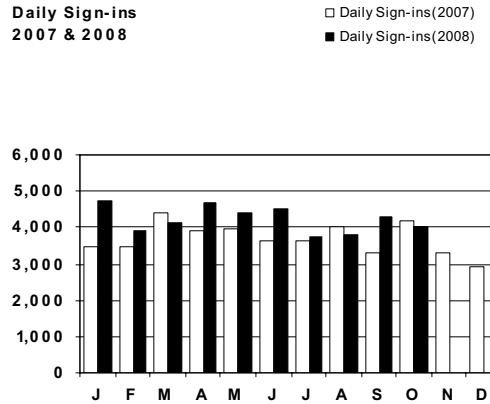
## Daily Sign-ins

Daily sign-ins for October totaled 4,004, down 316 from the previous month and down 192 from October 2007. Daily sign-ins for the month of October are above the 6 year average.

October's 6 year average: 3,628

2007 annual average: 3,685

**Daily Sign-ins  
2007 & 2008**



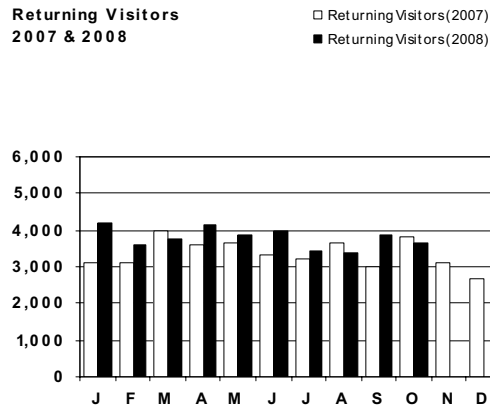
## Return Visits

Return visits for October totaled 3,676, down 172 from the previous month and down 128 from October 2007. Return visits for the month of October are above the 6 year average.

October's 6 year average: 3,341

2007 annual average: 3,353

**Returning Visitors  
2007 & 2008**



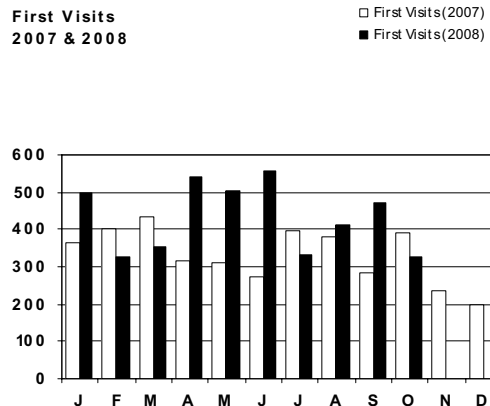
## First Visits

First Visits for October totaled 328, down 144 from the previous month and down 64 from October 2007. First Visits for the month of October are above the 6 year average.

October's 6 year average: 288

2007 annual average: 332

**First Visits  
2007 & 2008**



## Contents

|  |   |
|--|---|
| <i>How did you hear about us?</i>              | 2 |
| <i>Would you refer our services to others?</i> | 2 |
| <i>Customer Satisfaction</i>                   | 3 |
| <i>How our customers used our services</i>     | 3 |
| <i>Summary Data - All Locations</i>            | 4 |
| <i>Summary Data - Individual Locations</i>     | 5 |
| <i>Suggestions</i>                             | 6 |
| <i>Concerns</i>                                | 7 |

## Customer Flow for October 2008

### Both Locations

- On average, Tuesdays were the busiest days of the week, averaging 211 customers per day. (Weekly Average: 910 customers)

### Merced

- Tuesdays were the busiest day of the week, with an average of 132 customers per day. (Weekly Average: 545 customers).

### Los Banos

- Wednesdays were the busiest day of the week, with an average of 81 customers per day (Weekly Average: 365 customers).

### Note:

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



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

**How did you hear about us?**

*Responses from first-time visitors*

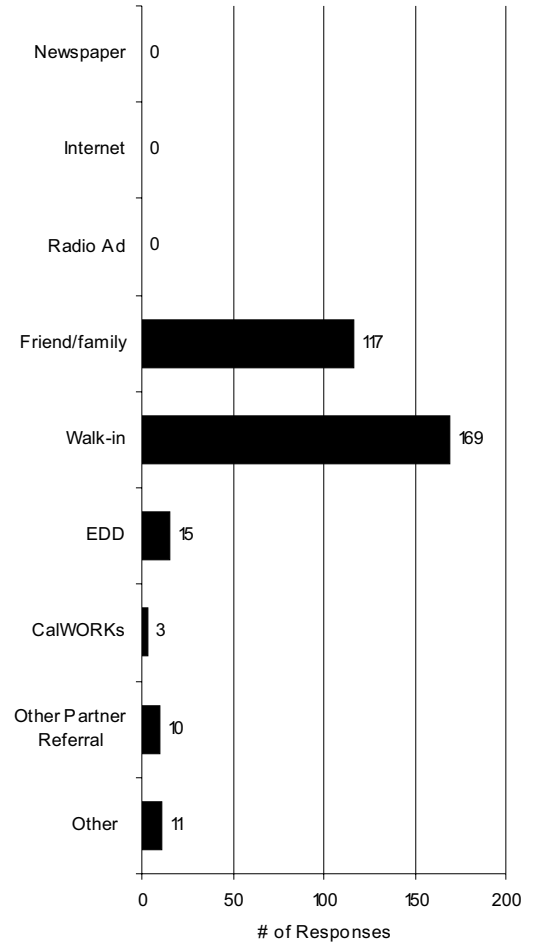
In October, our first time visitors responded most often that they were walk-ins to the Worknet offices, with 169 customers providing this response.

An additional 117 visitors responded that they heard about us from friends or family.

Of the 11 visitors whose responses were classed as "Other," most visiting both the Merced and Los Banos Worknet Offices wrote "Merced College" on the response form. Other visitors to the Merced Worknet Office wrote "Comcast", "Quebecor", or "Merced County" on the response form.

**How Did You Hear About Us?**

■ Oct-08



*In October, 100.00 percent of our customers responding would refer our services to others*

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

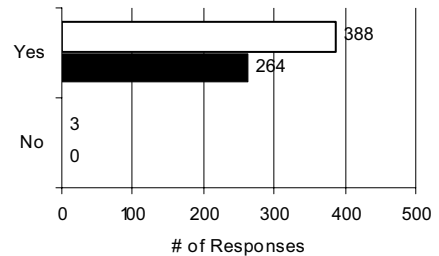
Of those responding to this question, 100.00 percent of our customers would refer our services to others.

PY 06/07 annual average: 98.36%

PY 07/08 annual average: 98.83%

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

□ Oct-07  
■ Oct-08



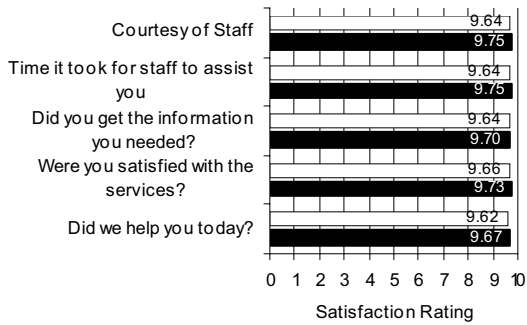


**Worknet  
Customer Service & Satisfaction Report  
For All Locations  
October 2008**

Merced County Department of Workforce Investment

**Customer Satisfaction**

□ Oct-07  
■ Oct-08



**Customer Satisfaction Ratings**

We received 272 surveys with responses to customer satisfaction questions in the month of October.

Consistently we see overall ratings for all questions in this category to be greater than 9.67 out of 10.

*“Consistently we see overall ratings for all questions in this category to be greater than 9.67 out of 10.”*

Two questionnaire contained a response of 5 or less.

**Return Rate For Customer Satisfaction Survey**

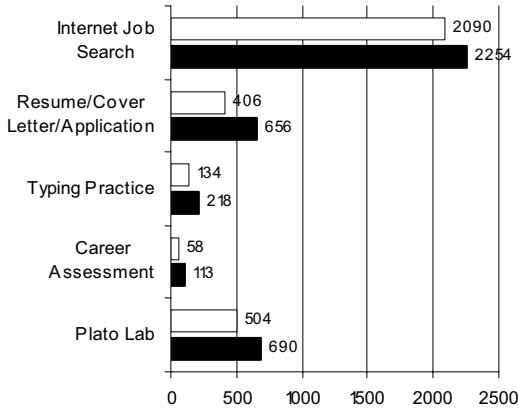
*Both Locations: 6.79%*

*Merced: 5.88%*

*Los Banos: 8.17%*

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

□ Oct-07  
■ Oct-08



**How our customers use our services**

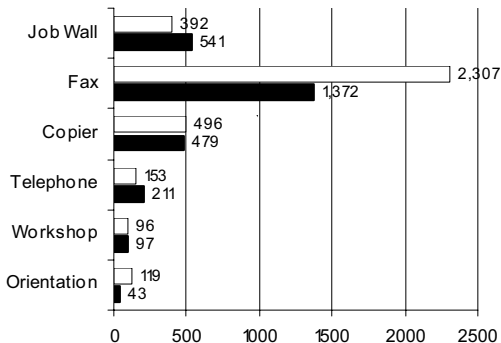
Computer related services are always the ones most used by our customers, with customers using one or more such services 3,931 times in October.

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

*1,372 customers used our Fax service at Worknet in the month of October.*

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

□ Oct-07  
■ Oct-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  
October 2008

Merced County Department of Workforce Investment

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

|  | <b>Oct-07</b> | <b>Aug-08</b> | <b>Sep-08</b> | <b>Oct-08</b> |
|--|---------------|---------------|---------------|---------------|
| Return Visits                                  | 3,804         | 3,396         | 3,848         | 3,676         |
| First Visits                                   | 392           | 411           | 472           | 328           |
| Total Visits                                   | 4,196         | 3,807         | 4,320         | 4,004         |
| Total Visitors                                 |               | 1,739         | 1,925         | 1,762         |
| <b>How did you hear about us?</b>              |               |               |               |               |
| Newspaper                                      | 3             | 1             | 0             | 0             |
| Internet                                       | 3             | 1             | 0             | 0             |
| Radio Ad                                       | 0             | 0             | 0             | 0             |
| Friend/family                                  | 201           | 109           | 95            | 117           |
| Walk-in  | 48            | 195           | 209           | 169           |
| EDD  | 17            | 16            | 9             | 15            |
| CalWORKs                                       | 27            | 1             | 8             | 3             |
| Other Partner Referral                         | 10            | 7             | 12            | 10            |
| Other  | 24            | 83            | 138           | 11            |
| <b>What did our customers use?</b>             |               |               |               |               |
| Internet Job Search                            | 2,090         | 2,032         | 2,417         | 2,254         |
| Resume/Cover Letter/Application                | 406           | 527           | 634           | 656           |
| Typing Practice                                | 134           | 183           | 150           | 218           |
| Career Assessment                              | 58            | 92            | 99            | 113           |
| Job Wall                                       | 392           | 401           | 496           | 541           |
| Fax  | 2,307         | 1,133         | 1,314         | 1,372         |
| Copier   | 496           | 476           | 505           | 479           |
| Telephone                                      | 153           | 300           | 271           | 211           |
| Plato Lab                                      | 504           | 700           | 764           | 690           |
| Workshop                                       | 96            | 75            | 77            | 97            |
| Orientation                                    | 119           | 45            | 43            | 43            |
| Staff Appointment                              |               | 119           | 198           | 153           |
| Special Class                                  |               | 178           | 128           | 31            |
| EDD/Unemployment                               |               | 135           | 180           | 153           |
| Certificate Test                               |               | 107           | 86            | 107           |
| <b>Customer Satisfaction</b>                   |               |               |               |               |
| Courtesy of Staff                              | 9.64          | 9.78          | 9.76          | 9.75          |
| Time it took for staff to assist you           | 9.64          | 9.76          | 9.74          | 9.75          |
| Did you get the information you needed?        | 9.64          | 9.76          | 9.66          | 9.70          |
| Were you satisfied with the services?          | 9.66          | 9.79          | 9.76          | 9.73          |
| Did we help you today?                         | 9.62          | 9.84          | 9.70          | 9.67          |
| <b>Would you refer our services to others?</b> |               |               |               |               |
| Yes  | 388           | 289           | 205           | 264           |
| No   | 3             | 2             | 2             | 0             |



Worknet  
Customer Service & Satisfaction Report  
For All Locations  
October 2008

Merced County Department of Workforce Investment

**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                                  | 2,169         | 1,507            | 3,676                 |
| First Visits                                   | 231           | 97               | 328                   |
| Total Visits                                   | 2,400         | 1,604            | 4,004                 |
| Total Visitors                                 | 1,210         | 552              | 1,762                 |
| <b>How did you hear about us?</b>              |               |                  |                       |
| Newspaper                                      | 0             | 0                | 0                     |
| Internet                                       | 0             | 0                | 0                     |
| Radio Ad                                       | 0             | 0                | 0                     |
| Friend/family                                  | 33            | 84               | 117                   |
| Walk-in  | 169           | 0                | 169                   |
| EDD  | 10            | 5                | 15                    |
| CalWORKs                                       | 2             | 1                | 3                     |
| Other Partner Referral                         | 10            | 0                | 10                    |
| Other  | 7             | 4                | 11                    |
| <b>What did our customers use?</b>             |               |                  |                       |
| Internet Job Search                            | 1,570         | 684              | 2,254                 |
| Resume / Cover Letter / Application            | 520           | 136              | 656                   |
| Typing Practice                                | 157           | 61               | 218                   |
| Career Assessment                              | 71            | 42               | 113                   |
| Job Wall                                       | 415           | 126              | 541                   |
| Fax  | 1,008         | 364              | 1,372                 |
| Copier   | 397           | 82               | 479                   |
| Telephone                                      | 136           | 75               | 211                   |
| Plato Lab                                      | 111           | 579              | 690                   |
| Workshop                                       | 40            | 57               | 97                    |
| Orientation                                    | 32            | 11               | 43                    |
| Staff Appointment                              | 64            | 89               | 153                   |
| Special Class                                  | 24            | 7                | 31                    |
| EDD/Unemployment                               | 116           | 37               | 153                   |
| Certificate Test                               | 88            | 19               | 107                   |
| <b>Customer Satisfaction</b>                   |               |                  |                       |
| Courtesy of Staff                              | 9.69          | 9.81             | 9.75                  |
| Time it took for staff to assist you           | 9.67          | 9.82             | 9.75                  |
| Did you get the information you needed?        | 9.62          | 9.80             | 9.70                  |
| Were you satisfied with the services?          | 9.65          | 9.81             | 9.73                  |
| Did we help you today?                         | 9.57          | 9.78             | 9.67                  |
| <b>Would you refer our services to others?</b> |               |                  |                       |
| Yes  | 138           | 126              | 264                   |
| No   | 0             | 0                | 0                     |



Worknet  
Customer Service & Satisfaction Report  
For All Locations  
October 2008

Merced County Department of Workforce Investment

Page 6

### Suggestions

|  |
|--|
| Turn ac down-it doesn't need to be this cold! Change the font on the computer applica-<br>tion-New times Roman is ugly!  |
| Keep up the good work  |
| Maybe have another fax machine.  |
| Everything is okay   |
| Good services already, very nice staff   |
| People in computer need to help out more.  |
| Worknet has all the tools to help better your skills to find a job.  |
| GED  |
| No, everything is great here, ver appreciated.   |
| Place for kids, hard to concentrate.   |
| At least one more evening class for plato.   |
| Keep up the good work!   |
| Have more computers.   |
| Great Services!!!  |
| Looks like you got it all covered!   |
| Not really, you've got it together!  |
| no, you are great!   |
| no, thank you, doing excellent job.  |
| Keep up the good work!   |
| A wireless internet connction could be added for under \$200 (I could install it)<br>find a way to get the phones back!! |
| a list of pro words to use.  |
| By maybe having appliations available.   |
| Group meetings.  |
| Get work   |
| Stay the same.   |
| Will be great to be opn on Saturday.   |
| Telephones   |
| Already excellent.   |
| Open at 7 a.m.   |
| Put the phones back, but ban individuals who use them for non-job related things.  |
| Great Services   |
| Bring back the telephone service but supervised dialing  |
| More info on how & where to go for help financialy to take classes   |
| Everything is great  |
| Restore phone services under supervision   |
| No they are good   |
| Everybody is very helpful  |
| everything ok  |



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

Merced County Department of Workforce Investment

### Suggestions (cont.)

|  |
|--|
| Nope your services are great                           |
| No it's great  |
| No it was good   |
| Fingerprint scanner                                    |
| It was very pleasant. I enjoyed my time here           |
| Nothing comes to mind, I got all the services I needed |
| Have coffee and donuts in the morning                  |
| everything is fine!                                    |
| keep it up, very satisfied.                            |
| everything is great, especially the staff.             |
| more computers.  |
| none, the services are great!                          |
| none, everyone is always happy to help                 |
| all is well  |
| keep up the good work!                                 |
| more assist. with job search in resource room          |
| it can't get any better.                               |
| Great Services!  |
| Your doing a great job!                                |

### Concerns

|  |
|--|
| No, the front desk ladies are always helpful as well as the ones in the computer room.                     |
| Help more on the computer  |
| Help us on computer little bit more  |
| Training schools in Modesto does not offer the training outside of Modesto. What about Atwater and Merced. |
| Help me get a trade job. (prewire job)   |
| Full time employment.  |
| one more plato class at night.   |
| Trying to take medical asst class, can't help (financially)  |
| Finding a job  |
| This was very helpful to me  |
| More job leads on what Im applying for   |
| computer skills, typing skills, resume   |
| overcoming age and working on skills   |
| better chairs in plato lab   |
| I want to get more info on career classes  |
| Help with Web Site   |