

Worknet

Customer Satisfaction Report

November 2010

All Locations Combined	Nov-09	Nov-10	Oct-10	Sep-10
Customer Satisfaction				
Courtesy of staff.	9.70	9.66	9.65	9.66
Time it took for staff to assist you.	9.72	9.61	9.56	9.66
Did you get the information you needed?	9.66	9.48	9.62	9.58
Were you satisfied with the services?	9.72	9.58	9.72	9.55
Did we help you today?	9.69	9.58	9.66	9.54
Would you refer our services to others?				
Yes	437	169	105	122
No	0	2	4	0
No Selection Made	6	8	1	3
How did you hear about us?				
CalWORKs	0	19	6	8
EDD	20	24	16	24
Friend/Family	119	63	33	36
Flyer/Brochure	0	2	1	1
Internet	0	10	4	2
Newspaper	0	4	4	4
Other	3	7	7	6
Phone Book	0	2	1	1
Radio Ad	0	0	1	1
Walk-in	124	68	46	48

*Effective April 2010 the following data is from Customer Satisfaction Surveys vs. Scan Cards

Results By Location - November 2010

	Merced	Los Banos	Wardrobe	All Locations
Customer Satisfaction				
Courtesy of staff.	9.57	9.71	N/A	9.66
Time if took for staff to assist you.	9.63	9.61	N/A	9.61
Did you get the information you needed?	9.18	9.63	N/A	9.48
Were you satisfied with the services?	9.40	9.66	N/A	9.58
Did we help you today?	9.45	9.64	N/A	9.58
Would you refer our services to others?				
Yes	52	117	0	169
No	2	0	0	2
No Selection Made	6	2	0	8
How did you hear about us?				
CalWORKs	2	17	0	19
EDD	10	14	0	24
Internet	4	6	0	10
Newspaper	2	2	0	4
Radio Ad	0	0	0	0
Walk-in	15	53	0	68

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Customer Satisfaction Report
Suggestions and Concerns - All Locations - November 2010

Suggestions

Do you have any suggestions on how we can improve our services?

Thank you!

Staff are the best

Have more than one person working on Friday.

Good work people.

Helping me on the computer.

Let people in that are late into Pesco.

none, because I have everything I am looking for.

Excel Tutoring and Word Tutoring

All is good no changes needed.

Hve more people here on Friday's.

Have more people working here on Fridays

I will be back.

more jobs

A-Okay

great services now I just have to find a job

Getting employment

no it is very good

great job so far

get more jobs

none, doing good

more job openings

courtesy is the key

keep up the great work

no, it's good

coffee would be great

you guys are doing a great job

wider spectrum of jobs

no, everything was perfect

no, services are great

no, everyone is very helpful

todo esta perfecto (everything is fine)

Not now

everything was ok you guys help me a lot

Everything was great keep it up.

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Computer headset needs extension cord for tall people.

No, everything was great.

Very good already

None, proud of your team

I think it's helpful the way it is

None at this time

Not at this time

Yes, help people find jobs!!

I think you should give little more time to your customer

None at all

None at this time

More ads

Great job! i have no suggestions just keep doing what you're doing

Not yet

None so far

No/None/NA 16 entries

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Concerns

Can you think of any concerns or issues that we may be able to assist you with?

not yet

I will ask if I need help.

Trying to find a job within 50 milea away.

get me a job

How to get free grant for going back to school - probation officer.

none, you are doing a great job!!

get me a job

be more private individually

county pay rate vs other county's

no, I was helped

ninguna (none)

computer classes

None-the service here is excellent & very patient

Everything was ok

Not at the moment

Job training

Staff was very helpful and patient

Thank you to all staff for perfect assistance.

None at this time

No concerns nor issues need to be addressed

Nope. Got everything I needed to know.

I need to know about truck driver classes financial aid.

Is all the information safe? (ex. SSN)

Not yet

Re-training

No/None/NA 17 entries