

# Worknet

## Customer Satisfaction Report

February 2011

| All Locations Combined                         | Feb-10 | Feb-11 | Jan-11 | Dec-10 |
|--|--------|--------|--------|--------|
| <b>Customer Satisfaction</b>                   |        |        |        |        |
| Courtesy of staff.                             | 9.88   | 9.14   | 9.83   | 9.77   |
| Time it took for staff to assist you.          | 9.89   | 9.68   | 9.70   | 9.76   |
| Did you get the information you needed?        | 9.80   | 9.21   | 9.60   | 9.79   |
| Were you satisfied with the services?          | 9.80   | 9.29   | 9.62   | 9.82   |
| Did we help you today?                         | 9.87   | 8.96   | 9.68   | 9.73   |
| <b>Would you refer our services to others?</b> |        |        |        |        |
| Yes  | 120    | 22     | 43     | 123    |
| No   | 1      | 1      | 0      | 1      |
| No Selection Made                              | 0      | 5      | 4      | 1      |
| <b>How did you hear about us?</b>              |        |        |        |        |
| CalWORKs                                       | 0      | 0      | 2      | 24     |
| EDD  | 8      | 6      | 12     | 22     |
| Friend/Family                                  | 159    | 4      | 8      | 30     |
| Flyer/Brochure                                 | 0      | 2      | 0      | 0      |
| Internet                                       | 0      | 0      | 2      | 1      |
| Newspaper                                      | 0      | 2      | 0      | 2      |
| Other  | 51     | 2      | 2      | 4      |
| Phone Book                                     | 0      | 1      | 3      | 0      |
| Radio Ad                                       | 1      | 1      | 0      | 1      |
| Walk-in  | 157    | 7      | 16     | 52     |

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

### Results By Location - February 2011

|  | Merced | Los Banos | All Locations |
|--|--------|-----------|---------------|
| <b>Customer Satisfaction</b>                   |        |           |               |
| Courtesy of staff.                             | 8.23   | 9.93      | 9.14          |
| Time it took for staff to assist you.          | 9.46   | 9.87      | 9.68          |
| Did you get the information you needed?        | 8.54   | 9.80      | 9.21          |
| Were you satisfied with the services?          | 8.69   | 9.80      | 9.29          |
| Did we help you today?                         | 8.00   | 9.80      | 8.96          |
| <b>Would you refer our services to others?</b> |        |           |               |
| Yes  | 11     | 11        | 22            |
| No   | 1      | 0         | 1             |
| No Selection Made                              | 1      | 4         | 5             |
| <b>How did you hear about us?</b>              |        |           |               |
| CalWORKs                                       | 0      | 0         | 0             |
| EDD  | 4      | 2         | 6             |
| Friend/Family                                  | 1      | 3         | 4             |
| Flyer/Brochure                                 | 1      | 1         | 2             |
| Internet                                       | 0      | 0         | 0             |
| Newspaper                                      | 2      | 0         | 2             |
| Other  | 2      | 0         | 2             |
| Phone Book                                     | 1      | 0         | 1             |
| Radio Ad                                       | 1      | 0         | 1             |
| Walk-in  | 4      | 3         | 7             |

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**Customer Satisfaction Report**  
Suggestions and Concerns - All Locations - February 2011

**Suggestions**

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

Resumes and finding a job,

No, did great

Just keep up the Great Job!

none doing an excellent job

Limited time: Staff is scared. Manager does not want to provide proper assistance. 2 nobody never to ask manager directly she does not like people. all staff is afraid/worry about manager methods/ethics.

A person being able to take the typing test more than once a day.

Not at this time

If it's possible to have the print out for job openings to be a bigger print so it's easier to see.

You all had great service thank you

No/None/NA - 3 Responses

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**Concerns**

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

Allow staff to assist in full. W/smile-Worknet mission statement to help the community. Can you help in full W/O being afraid of the manager, being petty w/details.

No/None/NA - 6 Responses