



Worknet Customer Service & Satisfaction Report For All Locations January 2009

Volume 10
No. 1

Merced County Department of Workforce Investment

Daily Sign-ins

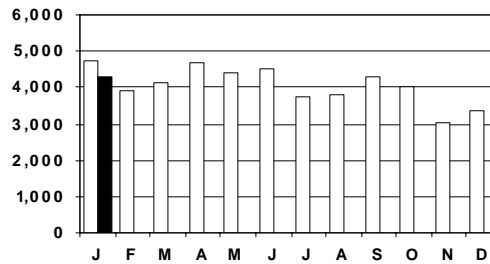
Daily sign-ins for January totaled 4,318, up 939 from the previous month and down 398 from January 2008. Daily sign-ins for the month of January are below the 6 year average.

January's 6 year average: 4,526

2008 annual average: 4,058

**Daily Sign-ins
2008 & 2009**

□ Daily Sign-ins(2008)
■ Daily Sign-ins(2009)



Return Visits

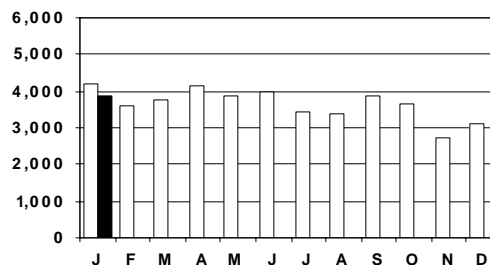
Return visits for January totaled 3,856, up 771 from the previous month and down 363 from January 2008. Return visits for the month of January are below the 6 year average.

January's 6 year average: 4,118

2008 annual average: 3,647

**Returning Visitors
2008 & 2009**

□ Returning Visitors(2008)
■ Returning Visitors(2009)



First Visits

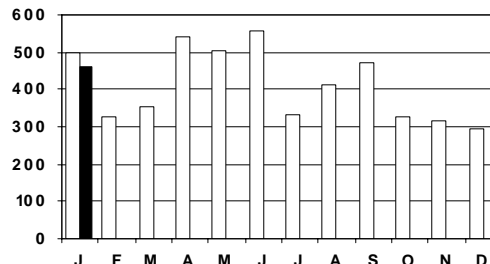
First Visits for January totaled 462, up 168 from the previous month and down 35 from January 2008. First Visits for the month of January are above the 6 year average.

January's 6 year average: 408

2008 annual average: 411

**First Visits
2008 & 2009**

□ First Visits(2008)
■ First Visits(2009)



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Customer Flow for January 2009

Both Locations

- On average, Tuesdays were the busiest days of the week, averaging 255 customers per day. (Weekly Average: 1,080 customers)

Merced

- Tuesdays were the busiest day of the week, with an average of 128 customers per day. (Weekly Average: 574 customers).

Los Banos

- Tuesdays were the busiest day of the week, with an average of 127 customers per day. (Weekly Average: 506 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
January 2009**
** The Bus
Worknet signs inside buses*

How did you hear about us?

Responses from first-time visitors

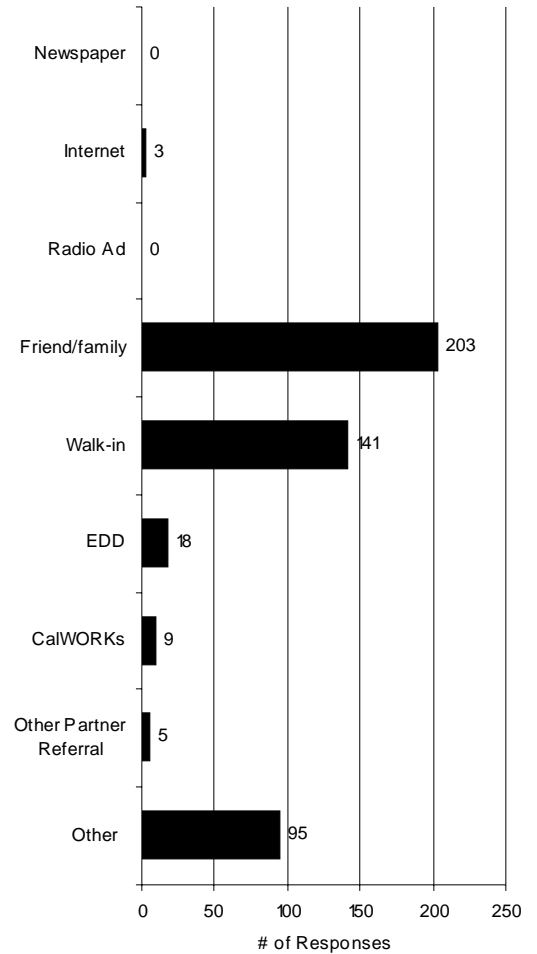
In January, our first time visitors responded most often that they heard about Worknet from friends or family, with 203 customers providing this response.

An additional 141 visitors responded that they were walk-in visitors to Worknet offices.

Of the 95 visitors whose responses were classed as "Other," all visiting both the Los Banos Worknet Offices wrote "PETCO" on the response form. Those visiting the Merced Worknet Office gave a variety of responses, of which "US Census" and "Winton School District" were the most common. Other responders wrote "CVOC", "Mervyns", "Merced College", "Riggs", or "Merced County" on the response form.

How Did You Hear About Us?

■ Jan-09



In January, 99.33 percent of our customers responding would refer our services to others

Would you refer our services to others?

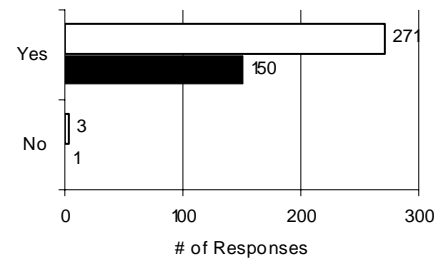
Of those responding to this question, 99.33 percent of our customers would refer our services to others.

PY 06/07 annual average: 98.36%

PY 07/08 annual average: 98.83%

Would you refer our services to others?

□ Jan-08
■ Jan-09

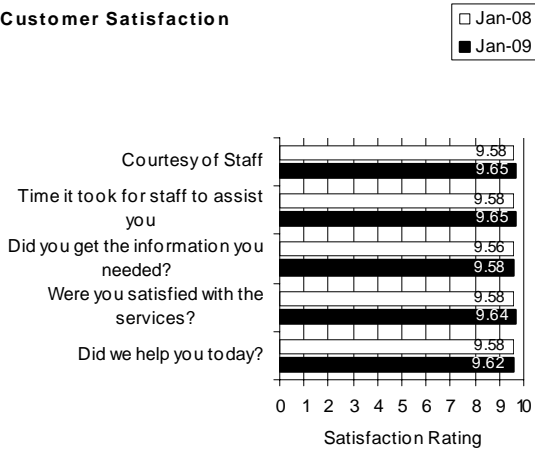




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Customer Satisfaction



Customer Satisfaction Ratings

We received 159 surveys with responses to customer satisfaction questions in the month of January.

Consistently we see overall ratings for all questions in this category to be greater than 9.58 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 9.58 out of 10.”

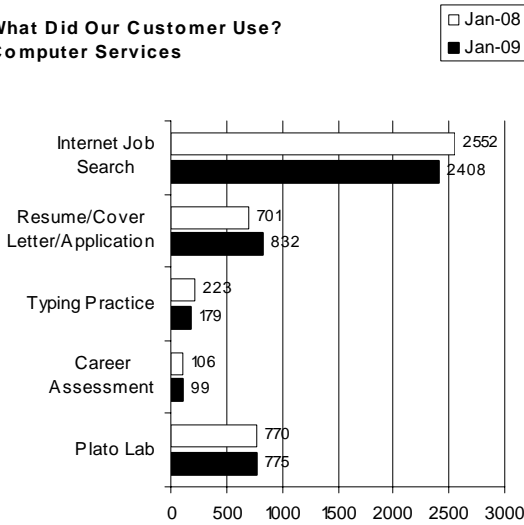
Return Rate For Customer Satisfaction Survey

Both Locations: 3.68%

Merced: 3.83%

Los Banos: 3.51%

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



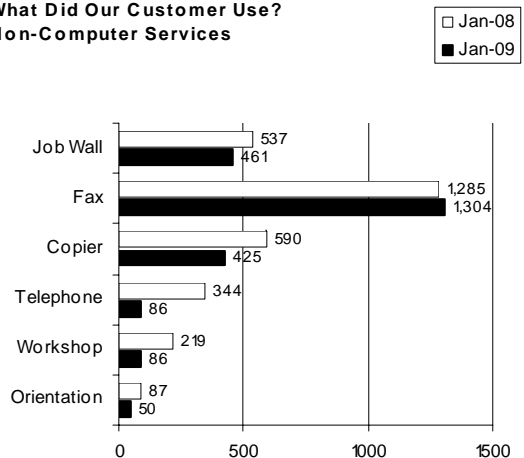
How our customers use our services

Computer related services are always the ones most used by our customers, with customers using one or more such services 4,293 times in January.

Internet Job Search and the Resume/Cover Letter/Application were our most accessed computer services.

1,304 customers used our Fax service at Worknet in the month of January.

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



Fax and Job Wall were the most used non-computer related services. Copier, Workshop and Telephone were the next most used services under this category.



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Customer Service/Satisfaction Summary Data - Both Locations

	Jan-08	Nov-08	Dec-08	Jan-09
Return Visits	4,223	2,713	3,085	3,856
First Visits	498	317	294	462
Total Visits	4,721	3,030	3,379	4,318
Total Visitors	1,980	1,498	1,530	1,932
How did you hear about us?				
Newspaper	3	0	0	0
Internet	0	1	0	3
Radio Ad	1	0	0	0
Friend/family	222	114	137	203
Walk-in	199	143	129	141
EDD	29	15	14	18
CalWORKs	7	4	10	9
Other Partner Referral	8	16	7	5
Other	21	23	13	95
What did our customers use?				
Internet Job Search	2,552	1,716	2,032	2,408
Resume/Cover Letter/Application	701	397	566	832
Typing Practice	223	223	168	179
Career Assessment	106	64	33	99
Job Wall	537	373	344	461
Fax	1,285	992	1,093	1,304
Copier	590	339	363	425
Telephone	344	64	78	86
Plato Lab	770	508	623	775
Workshop	219	50	65	86
Orientation	87	32	26	50
Staff Appointment	235	115	157	138
Special Class	49	34	59	326
EDD/Unemployment	90	124	98	169
Certificate Test	55	124	68	68
Customer Satisfaction				
Courtesy of Staff	9.58	9.69	9.72	9.65
Time it took for staff to assist you	9.58	9.73	9.77	9.65
Did you get the information you needed?	9.56	9.69	9.67	9.58
Were you satisfied with the services?	9.58	9.70	9.73	9.64
Did we help you today?	9.58	9.73	9.75	9.62
Would you refer our services to others?				
Yes	271	176	216	150
No	3	4	1	1



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Customer Service/Satisfaction Summary Data - Individual Locations

Who were our visitors	Merced	Los Banos	Both Locations
Return Visits	2,064	1,792	3,856
First Visits	232	230	462
Total Visits	2,296	2,022	4,318
Total Visitors	1,095	837	1,932
How did you hear about us?			
Newspaper	0	0	0
Internet	3	0	3
Radio Ad	0	0	0
Friend/family	33	170	203
Walk-in	138	3	141
EDD	7	11	18
CalWORKs	4	5	9
Other Partner Referral	5	0	5
Other	44	51	95
What did our customers use?			
Internet Job Search	1,516	892	2,408
Resume / Cover Letter / Application	409	423	832
Typing Practice	139	40	179
Career Assessment	72	27	99
Job Wall	368	93	461
Fax	816	488	1,304
Copier	342	83	425
Telephone	3	83	86
Plato Lab	130	645	775
Workshop	56	30	86
Orientation	39	11	50
Staff Appointment	61	77	138
Special Class	16	310	326
EDD/Unemployment	107	62	169
Certificate Test	57	11	68
Customer Satisfaction			
Courtesy of Staff	9.56	9.75	9.65
Time it took for staff to assist you	9.63	9.68	9.65
Did you get the information you needed?	9.51	9.68	9.58
Were you satisfied with the services?	9.64	9.63	9.64
Did we help you today?	9.50	9.77	9.62
Would you refer our services to others?			
Yes	80	70	150
No	1	0	1



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Suggestions

Workshops on how to access jobs online and how to use computers to effectively apply online..
more jobs
no improvement, this service is very helpful.
I think worknet is awesome and they help you everytime.
Everything is great
You guys are doing a good job with services to improve.
Your service is good.
Be like you are. everything is very good.
Not right now, are doing a very good job improving services
n/a right now.
You provide services every body to improve services
No right now, you are doing a very good job improving service.
Coffee would be nice, Stop all spam e-mail.
Don't enforce the 1 hr. rule when there are empty work stations.
stop harassing clients on computers unless you see them not obeying rules.
The staff here in this company is doing a good job.
Everything is so fine.
More state funding for job training.
Your doing a great job.
Great customer services
No, everything is great
Doing a great job!
Great job on computer assistance and good resume help.
Todo esta muy bien!
coffee?
You guys are doing good!
Worknet is doing great! I will be coming back to Worknet!
No, its perfect.
I don't have any suggestions right now to help out, but maybe later
Everything is good.
Provide a phone.



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Concerns

Need more spanish speaking personnel on hand
nothing this is a great service already.
I don't have any concerns about this issues with me or careers.
No, I don't have any concerns at this time about issues at this time..
not right now
Not right now about any concerns or issues that can help me at this time.
No, I don't have any concerns at this time about issues right.
So far so good.
Job placement or training.
None at this time.
Computer room-No help
Just that I need a Job!
Gracias por todo!
Just helping me with getting a job.
My issue is that the phone in back is only, should only be used for job seeking only.
Computer skills, more
more jobs