

TO: QUED

DATE: 4/14/10

FROM: WIB Staff

For Action

For Information

For Discussion

SUBJECT: Conducting Business Customer Satisfaction Survey

PROPOSED OUTCOME(S): Information and Discussion.

DISCUSSION: The Quality Employment and Development Committee launched the survey on December 29, 2009 and was completed on January 15, 2010. The On-Line Business Customer Satisfaction Survey was sent to employers, and while the results were overwhelmingly positive there were only six businesses that completed the survey. The Executive Committee decided to send the survey out again in two or three months with phone calls as follow-up and to encourage more respondents.

ATTACHMENT(S):

Business Survey

How are we doing?

1 Business Name:

2 Which of our services have you used? (Check all that apply)

- Employment Screening/Selective Recruitment
- Referral of Job Seekers
- Interview Rooms/Scheduling of Candidates
- Referral Services to Community Resources
- On-the-Job Training: (OJT)
- Upgrade Skills and Training
- Incumbent Worker Training
- Consultation and Outplacement
- Enterprise Zone Tax Credits
- Work Opportunity Tax Credit (WOTC)
- Labor Market & Wage Information

Please check the appropriate box to rate our service in the following areas.

3 Information Recieved?

- Excellent
- Good
- Fair
- Poor

4 Courtesy of staff?

- Excellent
- Good
- Fair
- Poor

5 Quality of overall service?

- Excellent

- Good
 - Fair
 - Poor
 - N/A
-

6 Quality of facility/programs?

- Excellent
 - Good
 - Fair
 - Poor
 - N/A
-

7 Did you get a timely response?

- Excellent
 - Good
 - Fair
 - Poor
 - N/A
-

8 Were staff knowledgeable?

- Excellent
 - Good
 - Fair
 - Poor
 - N/A
-

9 Who is the Business Resource Representative that you have worked with at Merced County Dept. of Workforce Investment/Worknet?

- David Heyer
- Eve Snelling
- Elena Blanton
- Emily Tolsma
- Johnny Valadez
- Martin Gomez-Benitez
- Roberta Anderson
- Other, please specify

10 When was the last time you were contacted by a Business Resource Representative? Within the last:

- 3 Months
- 6 Months
- 9 Months
- 12 Months

11 Would you recommend our services to other businesses?

YES NO

Why you would/would not recommend our services to others?

12 How did you hear about us?

13 Which services would you be interested in? (Check all that apply)

- Employment Screening/Selective Recruitment
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14 Comments:

