

# Worknet Customer Satisfaction Report

June 2011

All Locations Combined	Jun-10	Jun-11	May-11	Apr-11
<b>Customer Satisfaction</b>				
Courtesy of staff.	9.70	9.08	9.18	9.72
Time it took for staff to assist you.	9.76	9.13	9.47	9.61
Did you get the information you needed?	9.52	9.03	9.19	9.60
Were you satisfied with the services?	9.63	9.31	9.15	9.57
Did we help you today?	9.61	9.07	9.29	9.54
<b>Would you refer our services to others?</b>				
Yes	175	30	53	53
No	10	1	1	0
No Selection Made	0	0	3	1
<b>How did you hear about us?</b>				
CalWORKs	8	5	4	6
EDD	20	5	23	11
Flyer/Brochure	54	0	1	0
Friend/Family	2	13	12	18
Internet	3	2	1	0
Newspaper	7	0	2	1
Other	11	5	8	5
Phone Book	1	0	0	0
Radio Ad	3	0	2	0
Walk-in	79	8	13	22

## Results By Location - June 2011

	Merced	Los Banos	All Locations
<b>Customer Satisfaction</b>			
Courtesy of staff.	8.82	9.33	9.08
Time it took for staff to assist you.	8.82	9.44	9.13
Did you get the information you needed?	8.73	9.33	9.03
Were you satisfied with the services?	8.95	9.67	9.31
Did we help you today?	9.14	9.00	9.07
<b>Would you refer our services to others?</b>			
Yes	22	8	30
No	0	1	1
No Selection Made	0	0	0
<b>How did you hear about us?</b>			
CalWORKs	4	1	5
EDD	5	0	5
Flyer/Brochure	0	0	0
Friend/Family	6	7	13
Internet	2	0	2
Newspaper	0	0	0
Other	4	1	5
Phone Book	0	0	0
Radio Ad	0	0	0
Walk-in	6	2	8

Note: December 13, 2010 Merced ERC and Wardrobe facilities were combined at Wardrobe location.

**Worknet**  
**Customer Satisfaction Report**  
**Suggestions and Concerns - All Locations - June 2011**

**Suggestions**

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

yOU ARE dOING grEAT

no, everything is up to par.

No I believe your work is very good.

None at thgis time.

At this time no suggestions because Im always able to receive help when I need it.

None at the moment

I have learned a lot by comeing here. It has help me , I thank you.

use an open computer sytem not monitored through another entity

Try hiring more Employees!!! Staff at times are SWAMPED!!! and cannot give adeqate service other clients! and are sometimes Short! with the Clients!!!

No/None/NA - 4

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Suggestions and Concerns - All Locations - June 2011

**Concerns**

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

Employment

job/income

needwork

yes i just been looing for a job

None at this time.

None at this time.

Not at the moment

Cybersecurity

On your Job Wall! Please try and put more Entry-Level Jobs or Jobs that give Everyone!a Chance! for Employment!!! That don't require 2-3 yrs. Experience!!!

put me to work

No/None/NA - 4