

# Worknet Customer Satisfaction Report

August 2010

All Locations Combined	Aug-09	Aug-10	Jul-10	Jun-10
<b>Customer Satisfaction</b>				
Courtesy of staff.	9.64	9.47	9.50	9.64
Time if took for staff to assist you.	9.55	9.51	9.43	9.68
Did you get the information you needed?	9.65	9.41	9.39	9.64
Were you satisfied with the services?	9.59	9.50	9.47	9.62
Did we help you today?	9.58	9.62	9.49	9.62
<b>Would you refer our services to others?</b>				
Yes	141	253	349	178
No	1	1	2	0
No Selection Made	8	9	24	3
<b>How did you hear about us?</b>				
<small>*Effective April 2010 the following data is from Customer Satisfaction Surveys vs. Scan Cards</small>				
CalWORKs	0	11	23	8
EDD	20	37	45	20
Friend/Family	159	126	181	54
Flyer/Brochure	0	5	2	2
Internet	6	4	4	3
Newspaper	0	5	4	7
Other	4	22	28	11
Phone Book	0	3	1	1
Radio Ad	0	5	6	3
Walk-in	209	64	96	79

## Results By Location - August 2010

	Merced	Los Banos	Wardrobe	All Locations
<b>Customer Satisfaction</b>				
Courtesy of staff.	9.48	9.46	9.45	9.47
Time if took for staff to assist you.	9.48	9.68	9.43	9.51
Did you get the information you needed?	9.28	9.63	9.59	9.41
Were you satisfied with the services?	9.41	9.79	9.47	9.50
Did we help you today?	9.54	9.79	9.69	9.62
<b>Would you refer our services to others?</b>				
Yes	150	52	51	253
No	1	0	0	1
No Selection Made	4	5	0	9
<b>How did you hear about us?</b>				
CalWORKs	7	2	2	11
EDD	26	1	10	37
Friend/Family	64	37	25	126
Flyer/Brochure	3	0	2	5
Internet	2	0	2	4
Newspaper	2	3	0	5
Other	19	0	3	22
Phone Book	2	0	1	3
Radio Ad	4	0	1	5
Walk-in	41	11	12	64

Note: June data not collected from Los Banos due to the reconfiguration of the facility.

**Worknet**  
**Customer Satisfaction Report**  
**Suggestions and Concerns - All Locations - August 2010**

**Suggestions**

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

Great at helping me.

have more jobs available

you are very helpful!

I have always known of this resource center.

all is good

great job!

you have been very helpful!

everything is beautiful!

everything is great

Everything is very good

NO is my first time and I liked the service

Registration can be much shorter!!!!and to the point-

Everything good

No services are fine

Services are already Good.

EveryoNe was friendly. Extremely Helpful, great smiles.

it was fine services.

The service here is great.

Service is excellent

Need to be more realistic about Job's-availability in this area.

I think the presentation/orientation was more than adequate.

No it was fabulous

More smiles :)

Services were greet keep up the good work

Doing Good

No, but you are doing very good.

No, it's Perfect

No you have it covered.

No-Fantastic service!

No this is one of the most helpful Ive been to.

No I don't have one because you do a great job.

Doing Great

Candy Jar at Front Desk!

No, its fine the way it is.

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Rehab.

Human Services

Another person to assist in the computer lab during busy times.

Been here before.

For me everything has been great

No/None had 70 entries

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**Concerns**

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

Staff member was very helpful and I can't thank her enough for giving me this opportunity.

Vocational training opportunities for Merced County employment.

To get a Job

now that you mention it I need help with training in the medical field

No dont have a clue

How to go to school (Vocational Rehabilitation).

work

ask the guy next to me to quit talking out loud.

great job

Direct OJT. Be more competative with our job Market.

I need job assistance. Also, assistance with my penmanship.

No Great Job!

VERY Happy

yes with my Resume

I NEED HELP WITH JOB INTERVIEWS, AND COMPLETING A RESUME

Como Sacar el GED (How to get a GED)

Nursing Program

Help with Resume.

Help with job placement for Dental Assistant.

No/None had 80 entries