

Worknet Customer Satisfaction Report

August 2011

All Locations Combined	Aug-10	Aug-11	Jul-11	Jun-11
Customer Satisfaction				
Courtesy of staff.	9.64	9.11	9.23	9.00
Time it took for staff to assist you.	9.55	9.09	9.32	8.97
Did you get the information you needed?	9.65	8.80	9.30	8.87
Were you satisfied with the services?	9.59	9.11	8.98	9.13
Did we help you today?	9.58	9.05	9.36	9.07
Would you refer our services to others?				
Yes	141	43	43	29
No	1	1	0	1
No Selection Made	8	0	1	0
How did you hear about us?				
CalWORKs	0	3	7	5
EDD	20	11	13	5
Flyer/Brochure	0	0	0	0
Friend/Family	159	13	15	12
Internet	6	2	1	2
Newspaper	0	1	1	0
Other	4	1	5	5
Phone Book	0	0	0	0
Radio Ad	0	0	0	0
Walk-in	209	17	9	7

Results By Location - August 2011

	Merced	Los Banos	Internet	All Locations
Customer Satisfaction				
Courtesy of staff.	9.10	9.08	10.00	9.11
Time it took for staff to assist you.	9.16	8.83	10.00	9.09
Did you get the information you needed?	9.19	7.67	10.00	8.80
Were you satisfied with the services?	9.35	8.42	10.00	9.11
Did we help you today?	9.13	8.75	10.00	9.05
Would you refer our services to others?				
Yes	31	11	1	43
No	0	1	0	1
No Selection Made	0	0	0	0
How did you hear about us?				
CalWORKs	2	1	0	3
EDD	9	2	0	11
Flyer/Brochure	0	0	0	0
Friend/Family	8	5	0	13
Internet	2	0	0	2
Newspaper	0	0	1	1
Other	0	0	0	1
Phone Book	0	0	0	0
Radio Ad	12	5	0	0
Walk-in	1	0	0	17

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