

Worknet Customer Satisfaction Report

October 2011

All Locations Combined	Oct-10	Oct-11	Sep-11	Aug-11
Customer Satisfaction				
Courtesy of staff.	9.65	8.95	8.70	9.11
Time it took for staff to assist you.	9.56	8.68	8.62	9.09
Did you get the information you needed?	9.62	8.32	8.85	8.80
Were you satisfied with the services?	9.72	8.81	8.61	9.11
Did we help you today?	9.66	8.27	8.69	9.05
Would you refer our services to others?				
Yes	105	21	59	43
No	4	1	5	1
No Selection Made	1	0	1	0
How did you hear about us?				
CalWORKs	6	1	11	3
EDD	16	3	13	11
Flyer/Brochure	1	1	1	0
Friend/Family	33	10	21	13
Internet	4	1	3	2
Newspaper	4	1	1	1
Other	7	2	3	1
Phone Book	1	0	0	0
Radio Ad	1	0	0	0
Walk-in	46	5	18	17

Results By Location - October 2011

	Merced	Los Banos	Internet	All Locations
Customer Satisfaction				
Courtesy of staff.	8.58	9.44	0.00	8.95
Time it took for staff to assist you.	8.67	8.70	0.00	8.68
Did you get the information you needed?	8.33	8.30	0.00	8.32
Were you satisfied with the services?	8.64	9.00	0.00	8.81
Did we help you today?	8.17	8.40	0.00	8.27
Would you refer our services to others?				
Yes	11	10	0	21
No	1	0	0	1
No Selection Made	0	0	0	0
How did you hear about us?				
CalWORKs	0	1	0	1
EDD	2	1	0	3
Flyer/Brochure	0	1	0	1
Friend/Family	6	4	0	10
Internet	1	0	0	1
Newspaper	1	0	0	1
Other	0	0	0	2
Phone Book	0	0	0	0
Radio Ad	2	3	0	0
Walk-in	2	0	0	5

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