

Worknet

Customer Satisfaction Report

September 2010

All Locations Combined	Sep-09	Sep-10	Aug-10	Jul-10
Customer Satisfaction				
Courtesy of staff.	9.44	9.66	9.47	9.50
Time if took for staff to assist you.	9.64	9.66	9.51	9.43
Did you get the information you needed?	9.57	9.58	9.41	9.39
Were you satisfied with the services?	9.43	9.55	9.50	9.47
Did we help you today?	9.55	9.54	9.62	9.49
Would you refer our services to others?				
Yes	128	122	253	349
No	2	0	1	2
No Selection Made	8	3	9	24
How did you hear about us?				
CalWORKs	0	8	11	23
EDD	35	24	37	45
Friend/Family	184	36	126	181
Flyer/Brochure	0	1	5	2
Internet	6	2	4	4
Newspaper	0	4	5	4
Other	2	6	22	28
Phone Book	0	1	3	1
Radio Ad	0	1	5	6
Walk-in	223	48	64	96

*Effective April 2010 the following data is from Customer Satisfaction Surveys vs. Scan Cards

Results By Location - September 2010

	Merced	Los Banos	Wardrobe	All Locations
Customer Satisfaction				
Courtesy of staff.	9.68	9.62	10.00	9.66
Time if took for staff to assist you.	9.83	9.40	10.00	9.66
Did you get the information you needed?	9.75	9.33	10.00	9.58
Were you satisfied with the services?	9.79	9.21	10.00	9.55
Did we help you today?	9.69	9.33	10.00	9.54
Would you refer our services to others?				
Yes	70	51	1	122
No	0	0	0	0
No Selection Made	2	1	0	3
How did you hear about us?				
CalWORKs	5	2	1	8
EDD	14	9	1	24
Friend/Family	23	12	1	36
Flyer/Brochure	1	0	0	1
Internet	2	0	0	2
Newspaper	0	4	0	4
Other	5	1	0	6
Phone Book	1	0	0	1
Radio Ad	1	0	0	1
Walk-in	26	22	0	48

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Suggestions and Concerns - All Locations - September 2010

Suggestions

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

sometimes the noise level in the resource room is a little overwhelming

military services recruitment

a more thorough explanation of the trainings

hire more workers

doing a good job already

longer hours open

doing just fine, thanks

not yet

more help

Worknet was instrumental in my getting a job. Thank you.

I found the service very professional and friendly.

Doing a great job. Friendly & helpful staff :)

No your just fine

Lab needs beter system in checking in for those who are registering

None, everything & everybody very nice.

Nope, everything was good.

All bases look covered

Not at this time

more training options

none at this time

No everything was at it's best

no it was great

Not at this time

No its (it) was help full (helpful)

your (you're) fine

Everything is excellent. Maybe some doughnuts & coffee!

Everything of the services was provided great?

No, it was a good service.

Everything was great!

You need at least 5-7 more people. Attn 2 detail

No. Great people.

Not really. Staff was really good

No its exolent (excellent)

It's all good. You do a good job.

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Staff was very helpful.

No/None/NA had 26 entries

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Concerns

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

there are times when I need to email people to use them as contacts on my resume and I am afraid I will be booted off

lay-offs at work-net

no thanks

lacking computer skills

laid - offs staff

Yes, help with schooling or training.

My school education steps to follow

Getting my GED

Quick Books Pro training

orientation for more training

looking for a job

job

Good

You have helped with everything.

Getting my class A driver lic. and applying for Merced College job.

I can't thnk of anything rite (right) now.

Non. Thank you!

The City Council should have daily surveys.

None - yet

No/None/NA had 33 entries