

# Worknet Customer Satisfaction Report

October 2010

All Locations Combined	Oct-09	Oct-10	Sep-10	Aug-10
<b>Customer Satisfaction</b>				
Courtesy of staff.	9.73	9.65	9.66	9.47
Time if took for staff to assist you.	9.76	9.56	9.66	9.51
Did you get the information you needed?	9.70	9.62	9.58	9.41
Were you satisfied with the services?	9.70	9.72	9.55	9.50
Did we help you today?	9.58	9.66	9.54	9.62
<b>Would you refer our services to others?</b>				
Yes	192	105	122	253
No	1	4	0	1
No Selection Made	9	1	3	9
<b>How did you hear about us?</b>				
CalWORKs	0	6	8	11
EDD	35	16	24	37
Friend/Family	184	33	36	126
Flyer/Brochure	0	1	1	5
Internet	6	4	2	4
Newspaper	0	4	4	5
Other	2	7	6	22
Phone Book	0	1	1	3
Radio Ad	0	1	1	5
Walk-in	223	46	48	64

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

## Results By Location - October 2010

	Merced	Los Banos	Wardrobe	All Locations
<b>Customer Satisfaction</b>				
Courtesy of staff.	9.54	9.71	10.00	9.65
Time if took for staff to assist you.	9.43	9.65	10.00	9.56
Did you get the information you needed?	9.54	9.67	10.00	9.62
Were you satisfied with the services?	9.65	9.76	10.00	9.72
Did we help you today?	9.54	9.75	10.00	9.66
<b>Would you refer our services to others?</b>				
Yes	43	61	1	105
No	3	1	0	4
No Selection Made	0	1	0	1
<b>How did you hear about us?</b>				
CalWORKs	2	4	0	6
EDD	7	9	0	16
Friend/Family	16	17	0	33
Flyer/Brochure	0	1	0	1
Internet	2	2	0	4
Newspaper	2	2	0	4
Other	5	1	1	7
Phone Book	1	0	0	1
Radio Ad	1	0	0	1
Walk-in	15	31	0	46

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

**Suggestions**

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

Not really. This facility along with faculty is outstanding!

Keep up the good work!

Have applications ready for people to fill out.

Ayudando personas que no saben usar computadoras. (Help people who do not know how to use computers)

No you're wonderful.

hire me

just keep smiling

different computer space set up

excellent service

weather changing keep a/c at comfortable temperature. Bur-

no, it's good already

you guys are great

time managment

no, I believe you are already doing a wonderful job.

not at this time

if interviews are outside of Los Banos, it helps if we can get some help with fuel.

everything is okay

more job postings, newspaper ads.

great job

nope, doing good!

none, everything is fine

Staff did a really good job. An asset to Worknet!!

No, I think your services are great.

Just keep up the good work!

Necesitan mas empleados, Minimul 5 (Need more employees, minimum 5)

Not at this time.

Just I think incurge (encourage) more people to come.

Seems pretty good, Everything to help you find a job.

None- all was very helpful

Congadulations! (Congratulations!)

Excellent resources

No, did great!

Keep up the good work

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Good job!

Not at this moment

No/None/NA had 11 entries

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**Concerns**

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

I am definately going to refer this as a model for Fresno EDD, which lacks for a proper assistance of employment. Everything you provided me here has helped me. Thank you!

none right now.

Let all find suitable job

no, all my concerns and issues have already been taking care of by the staff.

at Thrive and Survive workshop last week, the room was extremely cold, jackets helped, but the hands were freezing.

maybe a little more assistance

finding a job

assistance with disability

none, everything great

None currently

Resume Help

Yes Help me find a job!

Yes, do you also help get into colleges?

Ahorita no (Not right now)

Everything o.k.

Why different staff at window, they seemed uninformed. Please keep same! So they know who i am.

Have to explain over and over.

Finding a job that I can do.

Classes in budgets, marketing, small business guidance

You're doing great! Everything

Take it easy. Always very prompt to help, thank you.

No, thank you!

Help w.finding new training location

Steps on how to get hired for a job.

No/None/NA had 11 entries