

**TO: Executive Committee**

**DATE: 12/07/09**

**FROM: WIB Staff**

**For Action**

**For Information**

**For Discussion**

**SUBJECT: On-Line Business Customer Satisfaction Survey**

**PROPOSED MOTION(S): Review final draft of the survey and approve the current format for distribution.**

**DISCUSSION: The Quality Employment and Development Committee has been reviewing a proposed on-line business survey. Questions are being asked to assess the effectiveness and indicate any opportunities for improvement regarding business services offered by the Department of Workforce Investment.**

**ATTACHMENT(S):  
Business Survey**

## How are we doing?

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1 Business Name:

2 Which of our services have you used? (Check all that apply)

- Employment Screening/Selective Recruitment
  - Referral of Job Seekers
  - Interview Rooms/Scheduling of Candidates
  - Referral Services to Community Resources
  - On-the-Job Training: (OJT)
  - Upgrade Skills and Training
  - Incumbent Worker Training
  - Consultation and Outplacement
  - Enterprise Zone Tax Credits
  - Work Opportunity Tax Credit (WOTC)
  - Labor Market & Wage Information
- 

Please check the appropriate box to rate our service in the following areas.

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3 Information Recieved?

- Excellent
  - Good
  - Fair
  - Poor
- 

4 Courtesy of staff?

- Excellent
  - Good
  - Fair
  - Poor
- 

5 Quality of overall service?

- Excellent
  - Good
  - Fair
  - Poor
  - N/A
- 

6 Quality of facility/programs?

- Excellent
  - Good
  - Fair
  - Poor
  - N/A
- 

7 Did you get a timely response?

- Excellent
  - Good
  - Fair
  - Poor
  - N/A
- 

8 Were staff knowledgeable?

- Excellent
  - Good
  - Fair
  - Poor
  - N/A
- 

9 Who is the Business Resource Representative that you have worked with at Merced County Dept. of Workforce Investment/Worknet?

- David Heyer
- Eve Snelling
- Elena Blanton
- Emily Tolsma
- Johnny Valadez

Martin Gomez-Benitez

Roberta Anderson

Other, please specify

10 When was the last time you were contacted by a Business Resource Representative? Within the last:

3 Months

6 Months

9 Months

12 Months

11 Would you recommend our services to other businesses?

YES  NO

Why you would/would not recommend our services to others?

12 How did you hear about us?

13 Which services would you be interested in? (Check all that apply)

Employment Screening/Selective Recruitment

Referral of Job Seekers

Interview Rooms/Scheduling of Candidates

Referral Services to Community Resources

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14 Comments:

