

[illegible]

<u>Site</u>	<u>First Visit</u>	<u>How did you find out about the services?</u>	<u>Partner/Agency</u>	<u>Purpose</u>	<u>Looking for Job</u>	<u>Employed</u>	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	<u>6</u>	<u>7</u>	<u>Recommend?</u>
FWFC 8:59 4/25/2013	No	Other WFC	MN Works	To print boarding (bus) pass for interview in Twin Cities	Yes	No	8	7	7	9	9	8	9	Yes
FWFC 9:24	No	Human Services	Looking for a job	Look for a job	Yes	No	10	10	10	10	10	10	10	Yes
FWFC 9:30	No	Grandson	Resume Class	Resume Class	Yes	Yes - PT	10	6	5	10	10	10	8	Yes
FWFC 9:52	No	Used in different states	Job Searching	Online application	Yes	No	5	8	5	2	3	7	NA	Yes
FWFC 10:12	No	Unemployment meeting	DWP	Job Search	Yes	Yes - FT	10	10	2	4	6	2	2	Yes
FWFC 11:07	No	Friends	Employment	Resume building	Yes	No	7	9	5	8	7	7	6	Yes
FWFC 11:16	No	Been here in the past	Looking for a job	Job search	Yes	No	8	5	5	8	8	8	5	Yes
FWFC 12:23	No	Sister	3M	Job search	Yes	Yes - FT	10	10	10	10	10	10	10	Yes
FWFC 12:30	No	Friends	Resume Class	Resume Class	Yes	No	9	9	10	10	9	9	10	Yes
FWFC 12:50	No	Unemployment services	Resume Workshop	Work	Yes	No	7	10	3	10	9	6	10	Yes
FWFC 1:13	No	Human Services	MFIP	Job Search	Yes	No	7	7	7	8	7	8	7	Yes
FWFC 1:21	No	Passing by on highway	None	Read email	No	Retired	10	DK	DK	10	10	NA	NA	Yes
FWFC 1:47	No	House of Hope	Get job applications	Fill out job applications	Yes	Yes	9	9	9	10	10	10	10	Yes
FWFC 3:09	Yes	Walked by	Job Services	Information	Yes	No	10	10	10	10	10	10	5	Yes
FWFC 3:52	No	Human Services		Use phone	Yes	No	8	9	DK	9	9	10	10	Yes
Average							8.5	8.5	6.8	8.5	8.5	8.2	7.8	
14 individuals did not take the survey														

<u>Site</u> <u>5/9/2013</u>	<u>First Visit</u>	<u>How did you find out about the services?</u>	<u>Partner/Agency</u>	<u>Purpose</u>	<u>Looking for Job</u>	<u>Employed</u>	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	<u>6</u>	<u>7</u>	<u>Recommend?</u>
1 Mkto 9:20	No	Investigated, easy access	Resource Room	Current Openings	Yes	No	10	10	10	10	10	10	10	Yes
2 Mkto 10:01	No	Online	Workforce Center	Looking for a job	Yes	No	10	8	10	10	10	8	10	Yes
3 Mkto 10:18	No	Every area has a job center	Email	Email	No	No	9	9	8	9	9	8	8	Yes
4 Mkto 10:25	No	Been here before	Gretchen Voc Rehab	Help finding a job	Yes	No	8	6	3	10	5	5	7	Yes
5 Mkto 11:00	No	Friend	Job Search	Job Search	No	Yes	10	10	10	10	10	10	10	Yes
6 Mkto 11:13	No	General knowledge	Unemployment	Clarify a technical question	No	Yes	10	10	10	10	10	10	NA	Yes
7 Mkto 11:27	Yes	Employer	Unemployment	Get benefits	Yes	No	10	9	9	10	10	10	9	Yes
8 Mkto 11:35	No	UI	Class	Class	Yes	Yes	10	10	10	10	10	10	8	Yes
9 Mkto 11:40	Yes	Friend	Use computer	MN Works	Yes	No	10	10	10	10	10	10	10	Yes
10 Mkto 11:45	Yes	Walk in	NA	Craigs List for jobs	Yes	No	10	7	7	10	10	10	8	Yes
11 Mkto 11:50	No	Government Center	Computer	Job search	Yes	Yes	10	10	9	9	10	10	10	Yes
12 Mkto 12:40	Yes	Applied her for orientation	Aerotech orientation		Yes	Yes	10	10	10	10	10	10	10	Yes
13 Mkto 12:49	No	Got a call, referral	Work adjustment with Christine	Work adjustment	No	Yes	10	9	9	10	10	9	9	Yes
14 Mkto 1:07	No	Internet	Job Service	Job search	Yes	Yes	9	9	8	10	9	9	10	Yes
15 Mkto 1:17	No	Friend	MVAC	Truck Driving	Yes	No	10	10	10	10	10	10	10	Yes
16 Mkto 1:45	No	Counselor	Job placement	Looking for a job	Yes	No	9	10	10	10	10	10	10	Yes
17 Mkto 1:57	No	Intense work program	Online	Print out of job list	Yes	No	9	8	9	10	10	8	9	Yes
18 Mkto 2:03	No	Friend	Creative Job Search	Job	Yes	No	10	10	9	10	10	10	10	Yes
19 Mkto 2:42	No	School	WFC	For school	No	Yes	10	10	10	10	10	10	NA	Yes
20 Mkto 2:48	No	Mom came here years ago	Job service/class	Class	Yes	No	7	8	8	7	6	8	8	Yes
21 Mkto 2:53	Yes	Knew it was here	Employment	Ideas for job search	Yes	No	9	9	9	10	10	9	8	Yes
22 Mkto 3:04	No	Coming here quite a bit	Computers	Check on employment	Yes	Yes	10	5	6	10	10	10	10	Yes
23 Mkto 3:10	No	Janie/Itron	Job Service	Classes	Yes	No	10	DK	DK	10	9	10	8	Yes
24 Mkto 3:10	No	Janie/Itron	Job Service	Classes	Yes	No	10	DK	DK	10	9	10	6	Yes
25 Mkto 3:11	No	Co-worker	Class	Teambuilding Class	Yes	No	10	10	10	10	10	10	10	Yes
26 Mkto 3:20	No		Unemployment, resume, checked for jobs	Resume and job search	Yes	No	10	10	10	10	10	9	10	Yes
27 Mkto 3:58	No	Been coming since 1986	Computers	Job search, online app	Yes	Yes - PT	9	8	9	10	10	10	8	Yes
28 Mkto 4:01	No	Word of mouth	Email	Check email	No	No	9	8	8	8	8	8	8	Yes
Average 17 individuals did not take the survey							9.6	9.0	8.9	9.8	9.5	9.3	9.0	

<u>Why?</u>	<u>Name one thing you liked best about the services</u>	<u>Name one thing about the services that could be improved</u>
	Try to help you be successful	More funding
	The empathy-they genuinely try to help you. They go the extra mile to help you out.	I don't know what it would be
Everybody is super helpful. They answer your questions or they'll find the answer	Everything-very helpful	Not sure
	Being able to have questions answered - talk to people - not online or phone	Coffee?
	They have a lot of job postings-it is all right here	More computers
		You can't attend school and get unemployment the whole time. They should extend unemployment until you finish school.
	People are very nice	
	They got me a part-time job	Sometimes short on help
Helpful	DK	DK
Helpful	Help with computers	DK
Helpful	Helpful	"Throw computers away"
Friendly, helpful	Everything	Nothing
		Scheduling - counselor is always late for appointments
Helpful	Free	
Helpful	Friendly	DK

<u>Why?</u>	<u>Name one thing you liked best about the services</u>	<u>Name one thing about the services that could be improved</u>
Workers helpful and available - help with resume	Winway	Nothing
The Staff	The attention is very good	DK
Some hope	Lead you in the right direction	DK
Good place to find jobs. They have other programs/services.	Personal level of having 1 job counselor.	Need full-time receptionist that is cross-trained.
To use computers	Information on tables	The whole DWP program.
So many resources	Unlimited resources	Clarity in the services they are providing
They are free	Putting your resume online	Not duplicating job listing
Really helpful	Really nice staff	No complaints
Help you find a job	Staff	DK
But only if a friend or I is unemployed	Staff gets along well with me	Free pop
	Using computers	More staff to help in resource room
Would tell a friend	Friendly. Laurie is a big help.	Can't think of anything.
	Applications are available so do not have to go to each company	Can't think of anything.
	Smile on the face of the person at the front desk and friendliness	Donuts
	Friendly, helpful	Don't know

<u>Why?</u>	<u>Name one thing you liked best about the services</u>	<u>Name one thing about the services that could be improved</u>
	Speed, help	Treats or snacks
Everything is in one place - temp agencies make you jump hoops	Someone here to talk to - personal attention	Can't think of anything
One stop shop, phone, fax, email, etc.	Access to computer	Computer was slowing - acting funny
They help you but you have to willing to apply yourself	Help	Nothing - just getting started
Good place, lots of resources	Don't have to pay for copies	NA
		Coordinate locations of applications (for example if you send someone to a list of places let them know where the businesses are so they aren't back tracking and can maximize gas costs
Resources in one spot, one-on-one	Precision of the answer to his question	
Very helpful, beneficial	Personnel	Nothing
Friendly, a lot of information	Classes	Break down information into steps
Help you improve your work search	Free, flexible	Nothing
If they are looking for employment need to come here	Easy to find jobs	NA
Helpful tools.	Website	Nothing
	Helped right away. Staff respectful.	Nothing
Take time and work hard to find right program for you.	Staff work fast	Timely call backs. Sometimes it takes 4-5 days.
Services easily accessible	Variety of programs on computers	Nothing
Very helpful and patient. Helped more than I thought.	How they treat you.	Nothing
Easier to go through one on one to help find a job.	Friendly people	Not sure
Jobs here	Be able to use computer	Nothing
Excellent information	People	Nothing
Because it can help a lot with school	Help paying for college	Resources for issues
Because they are effective and they give you good skills	Free classes for skills	Not enough time for presenter or discussion
Very knowledgeable	Online tools	I don't know
		Could use volunteers to help with the computer area questions. (Told interviewer how St. Cloud WFC staff the computer area.)
Main source to try to find work	Lots of computer time	
Helpful seeking employment	Helpful/friendly	Located closer to Waseca
Gets you started looking for work	Friendly and easy to talk to	Be in Waseca
Resources	Professionalism, friendly, nonjudgemental	Can't think of anything
This is the place to go	Job search, good variety	Nothing. Maybe wait period for 55+, too long.
		Interagency common staff person
One stop shopping - email, fax	Access to computer	Don't know what it is.