

Site	First Visit	How did you find out about the services?	Partner/Agency	Purpose	Looking for Job	Employed	1	2	3	4	5	6	7	Recommend?	Why?	Name one thing you liked best about the services	Name one thing about the services that could be improved
8/5/2015																	
1 NU 9:15	No	Brown County Family Services	Resource Area/Computer	Print off tenant info sheet	No	Yes	10	9	5	10	10	10	NA	Yes	Very helpful & friendly	Friendliness	More funding
2 NU 9:50	No	MFIP	WIA	Get school info together	Yes	No	10	10	10	10	10	10	10	Yes	Already recommended to friends quite a few times	Very helpful. Helping family "get on our feet"	Nothing
3 NU 10:05	No	Work/employee	Adult Basic Ed	GED info/training	No	Yes	10	10	10	10	10	10	10	Yes	Good program	Hands on & helpful	Nothing
4 NU 10:10	No	Brown County Family Services	Jill/MVAC	Montly meeting	No	Yes	10	10	10	10	10	10	NA	Yes	Very helpful. Helped on computer and helped with resume.	Friendly "didn't look down on me for not having a job" when she was looking/unemployed	Nothing
5 NU 11:30	No	Friend	Resource Area	Looking for work	Yes	No	9	10	9	10	10	10	10	Yes	Always there to help. Couple jobs through the WFC.	Friendly	Nothing
6 NU 11:35	No	College	VRS/Angela	Prep school/get back to work	Yes	No	10	10	8	10	10	10	10	Yes	Helpful. Already told someone.	Actually able to help	"Not everything is always black and white, but agency needs to follow rules.
7 NU 12:50	No	Brown County Family Services	MVAC	Job counseling	Yes	No	10	10	10	10	10	10	10	Yes	Very helpful	Staff helpful	Availability
8 NU 1:30	No	Coming to the WFC for a long time	Used resource room and phone	job seeking and phone calls	Yes	Self-employe	10	10	9	10	10	10	8	Yes	Computer usage	Computer and phone availability	Maybe open earlier or close later
9 NU 2:40	No	MFIP	Came to use computers	Print paystub	No	Yes	10	8	8	8	8	8	NA	Yes	Very good place to start to look for employment or the sources available	Generally very helpful when you really need help	None - everything ok
10 NU 2:48	No	county	MVAC - Jill	Give Jill an update	No	Yes	10	10	10	10	10	10	NA	Yes	Help with job assistance	Help you receive	None
Average							9.9	9.7	8.9	9.8	9.8	9.8	9.7				
3 individuals did not take the survey							Last Survey	8.9	8.6	8.9	9.6	9.6	8.8	8.8			

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8/12/2015																	
1 FMT 9:13	No	Social Worker	Needed copies	Copies of resume	Yes	Yes	10	10	10	10	8	10	10	Yes	People need computers	Employers	More computers, more staffing
2 FMT 9:30	No	Walked by	MN Works	Job seeking	Yes	Yes	9	9	9	10	9	8	9	Yes	Support	Available to help	Bathroom
3 FMT 10:46	No	High school	MRCI	Pre interview for Kwik Trip	Yes	No	10	10	10	10	10	10	10	Yes	Not sure	Help you find jobs	Not sure
4 FMT 11:14	Yes	County workers	Job Service	See Jeannie	Yes	No	6	6	6	9	9	9	9	Yes	DK	Nice people	Comfortable chairs
5 FMT 11:33	No	Human Services	MFIP	Job search	Yes	No	9	9	9	10	10	9	9	Yes	Very helpful	Lori	More staff to help
6 FMT 11:47	No	DK	Looking for help	Looking for workers	No	Yes	10	10	DK	10	10	10	NA	Yes		They post the jobs	Help job seekers fill out applications online
8/26/2015																	
7 FMT 12:38	No	UI Needs	WFC	Use computer - apply for UI	Yes	No	10	10	10	10	10	10	10	Yes	Friendly and are helpful	They listen and help	Nothing
8 FMT 12:57	No	Family	Job Search	Job search	Yes	Yes	8	10	9	10	10	10	10	Yes	Provides help	Help find jobs	Can't think of anything
9 FMT 1:24	No	MVAC	MVAC	Application	Yes	Yes	10	10	9	10	10	10	10	Yes	Very supportive	They care	More computers
10 FMT 1:37	Yes	Yes	Job Search	Job Search	Yes	No	10	10	10	10	10	10	10	Yes		Customer Service	Nothing
11 FMT 1:35	Yes	Walked by	WFC-Job search	looking for work	Yes	Yes	10	10	10	10	10	10	10	Yes		Customer Service	Nothing so far
12 FMT 1:50	No	Job loss	Use computer - Job Service	Use computer - Job Service	No	Yes	10	10	5	10	10	10	NA	Yes		People help when needed, fax & copy services	None
13 FMT 2:16	No	Walked by	Job search/schooling	Explore school options	Yes	Yes	10	9	9	10	10	10	9	Yes	Providing help with finding better job	Able to answer all questions	Did not see anything
14 FMT 3:00	No	Known for many years	Job search - PT	Job search - PT	Yes - temp layoff	Yes - temp la	10	10	10	10	10	10	10	Yes	Always had good luck here	Greeted each time/friendly	Nothing
Average							9.4	9.5	8.9	9.9	9.7	9.7	9.7				
7 individuals did not take the survey							Last Survey	9.1	8.6	8.1	9.3	9.2	9.1	9.4			

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8/19/2015																	
1 MK 8:47	No	Walking by	VA	To invite to workshop	No	Yes	8	8	9	9	8	9	NA	Yes	Helped with resume	Help people	Additional hours
2 MK9:11	No	Online application	MRCI	Online application	Yes	No	10	10	10	10	10	10	10	Yes		One stop shop	Water cooler
3 MK 9:27	No	Word of mouth	WFC	Find a job	Yes	No	9	10	10	10	10	10	7	Yes	It is helpful	MN Works	Start a staffing agency
4 MK 10:15	No	Always aware of it	WFC	Resume/jobs	Yes	No	9	9	8	9	9	7	9	Yes		Someone that understands	DK
5 MK 10:58	No	Always been here	Job Service	Look for job	Yes	No	10	DK	9	10	10	10	10	Yes	So many job leads	Courteous & friendly	DK
6 MK 11:09	No	Always knew it was here	Computer	Job search	Yes	No	10	10	8	10	10	7	10	Yes		Everyone is helpful	None
7 MK 11:18	No	UI	MN Works	Job search	Yes	No	9	10	DK	10	10	10	10	Yes	Able to find jobs that I want	Friendly staff, resources	Open 24 hours
8 MK 11:33	No	Knew it was here	Internet	Find a job	Yes	No	9	8	8	9	9	9	9	Yes	Best place to find a job	Sincerely want to help	More staff available
9 MK 12:39	No	Known for years	Resource room	Resource room	No	Yes	10	10	10	10	10	10	10	Yes		Top notch	Nothing
10 MK 12:47	No	Been here before	Front desk	Job search	Yes	No	10	10	10	10	10	10	10	Yes		Open, clean, quiet	Networking group
11 MK 1:25	Yes	Known about it	UI	UI	No	No	10	10	10	10	10	10	DK	Yes		Women at front desk supportive	Nothing
12 MK 2:36	No	Been to many in the state	Computer	Computer	Yes	Yes	9	6	10	10	10	10	10	Yes	Computer	Computer	Someone would walk around to help
13 MK 2:52	No	Work	MVAC	College assistance	No	No	10	10	10	10	10	10	10	Yes	Helpful, give every opportunity	Staff	Nothing
14 MK 3:24	No	Online	Both	UI	Yes	No	8	9	7	9	7	7	7	Yes	Availability	Friendly	NA
15 MK 3:40	No	Been here before	Computer	Looking for job	Yes	No	7	8	7	6	8	8	7	Yes	Job listings, available	they were there to ask questions	No
16 MK 3:49	No	Recently laid off	Dk	Application	Yes	No	8	8	9	10	10	10	10	Yes	Helpful, answer questions	Asked if I needed help	Nothing
17 MK 3:58	No	Always known about it	?	Homework	No	Yes	10	10	10	10	9	10	10	Yes	All services	Employers	Seating - better chairs
18 MK 3:53	No	I didn't/happened by accident	?	Apply for a job/resume	Yes	Yes	10	10	8	10	10	10	10	Yes		Alison	Notification of jobs, came here at the right time and matched with a job
19 MK 4:13	Yes	I had known about it but I didn't think to come	?	Job	Yes	No	4	7	3	3	8	10	10	Yes		Nice office	Needs to be more publicized, the first place they sent me was the computer and I don't like computers
20 MK 4:15	No	Online, previous visits	?	Paperwork for UI	Yes	Yes - self-em	9	10	9	10	10	8	10	Yes		Always here, give suggestions	More workshop (frequency)
Average							9.0	9.1	8.7	9.3	9.4	9.3	9.4				
14 individuals did not take the survey							Last Survey	9.1	9.1	8.4	9.7	9.5	8.9	8.8			