

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			
6/23/2016																				
1 NU 9:47	No	Brown County	MFIP	Turned in paperwork/give update	No	Yes	10	10	8	10	10	9	NA	Yes	Helpful resources I didn't know about.	Job counselor	Employment plan and number of hours required			
2 NU 10:59	No	People	MFIP	Monthly visit	No	Yes	10	9	10	10	9	10	NA	Yes	Very helpful, kind, explain things	Friendliness	Computer systems			
3 NU 11:43	No	Driving by	Voc Rehab	Sign up for Services	No	Yes	9	10	8	10	10	5	NA	Yes	A lot of resources	Someone available to answer questions	Don't know			
4 NU 11:45	No	Human Services	MVAC	House repairs application/loan	No	No-disabled	10	10	10	10	10	10	NA	Yes	There when need help	Good at waiting on us-helping us	Spanish speakers			
5 NU 11:48	Yes	Friend	Workforce services	Looking for job	Yes	No	9	9	8	10	10	10	8	Yes	Satisfied with services	Quick - in & out	Spanish speakers			
6 NU 11:54	No	Needed job	MFIP & Youth	Check	Yes	No	10	10	10	10	10	10	10	Yes	Just did make a referral	Flexible	Don't know			
7 NU 1:12	No	On-line	Job Service	Looking for job	Yes	Yes - two part-time jobs	7	7	7	8	10	10	8	Yes	Good place to find out about jobs	NA	NA			
8 NU 2:05	No	Relative - Aunt	Looking for job & info	Looking for information, drop off application for teen program	Yes	No	10	10	8	10	10	10	10	Yes	Everybody gave a lot of information & respectful	Give a lot of knowledge and tell me information	No			
9 NU 2:25	No	Relative - Mom	Unemployment	Fax papers to unemployment	Yes	No	10	10	7	10	10	10	10	Yes	Very friendly	Very kind	Nothing			
10 NU 2:55	No	Advertisement	Didn't really know	Looking for a job	Yes	Volunteer	9	9	8	10	10	9	8	Yes	Have information & possibilities	Variety of jobs that are advertised	Not really			
11 NU 3:07	No	Mankato WFC	Job Service - Mary	Job search	Yes	No	10	10	10	10	10	10	10	Yes	Continuous resource	Feedback on how to handle job search	Coffee maker			
Average							9.5	9.5	8.5	9.8	9.9	9.4	9.1							
1 individuals did not take the survey							Last Survey							9.9	9.7	8.9	9.8	9.8	9.8	9.7

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6/2/2016																				
1 FMT 8:35	No	WFC Staff	Resource area/JS	Looking for work on computer	Yes	No	9	9	10	10	10	10	10	Yes	Good help, nice staff	Staff	Easier programs to navigate			
2 FMT 8:55	Yes	Tim/Customer	Resource area	Fill out application	Yes	Yes	10	10	9	10	10	NA	10	Yes	Because they are helpful	Staff actually help you	Can't think of any			
3 FMT 9:05	No	When applied for UI - 9 yrs ago	Job Service	From Market Link - gave info for recruiting purposes	No	Yes - looking for applicants	10	10	10	10	10	10	NA	Yes	Very helpful	9 yrs ago - training paid for through DW Program	Not personally, but has heard signing up for UI system wouldn't accept answers to questions			
4 FMT 9:15	No	Self	Job Service	Owner, looking for employees	No	Yes - looking for applicants	10	DK	DK	10	10	10	NA	Yes	Free and jobs are online	Everything is online	Nothing, everything is good			
5 FMT 9:20	No	Case Manager	Resource area	Job Search	Yes	No	10	10	10	10	10	10	10	Yes	Very helpful	Computers - easy to navigate	Nothing - everything is ok			
6 FMT 9:45	No	DK - Knew of WFC for many years	Resource area and new job paperwork	Print out new job paperwork	No - got a job.	Yes -start June	10	10	8	10	10	10	NA	Yes	Staff is always available to help	Variety of programs, classes etc. to fit various needs	Creative Job Search class - mock interviews. The class was great, very interactive, teacher was excellent.			
7 FMT 10:05	No	Library	Job Services	Apply for jobs at library	Yes	No	10	5	10	10	10	NA	10	Yes	Provided good service	Being available	Improve communication between Job Service and employers. (Library sent applicant to Job Service and Job Service sent back to the Library to apply)			
8 FMT 10:25	No	County	GED & Job Search	GED Training	Yes	No	8	10	9	10	10	10	10	Yes	Great listeners, help you succeed.	Kind, helpful	More staff			
9 FMT10:45	No	County	Resource Area	Job Search	Yes	No	10	10	10	10	10	10	10	Yes	Listen to you, feel individualized	Resource Area	Nothing "Pretty impressed with the services"			
10 FMT 11:00	No	Co-worker	VRS for daughter	Give update to Jeanne	No	Yes	10	8	10	10	10	10	10	Yes	Very knowledgeable	Free	Job training for teenagers (I suggested the MVAC Youth Program)			
11 FMT 11:50	No	Friend	Job Service	Get paperwork faxed to employer	No- just got a job	\$87,000	10	10	10	10	10	10	10	Yes	"love the support"	"Wouldn't have gotten the job without Job Service help." Questions they answered.	Nothing.			
12 FMT 12:15	No	Mother	Job Service/Laurie	Job Search	Yes	No	9	6	9	10	10	10	8	Yes	Good at helping find jobs	Respect	Every job isn't listed on the website			
13 FMT 12:45	No	Word of mouth	Job Search/Job Service	Job Search	No - Dairy farm	Yes - found job at WFC	10	10	10	10	10	10	NA	Yes		Friendly staff	Nothing			
14 FMT 1:25	No	Newspaper	Masterson Job Fair	Application	Yes	Yes - Super America	8	8	7	6	6	7	9	Yes	Good job info	Central location in town/mall	Nothing			
15 FMT 1:35	Yes	Fiancé	Masterson Job Fair	Application	Yes	No	9	5	7	9	10	6	6	Yes	Information source on jobs	Friendly person at desk helped him get password	Nothing			
16 FMT 1:40	No	UI told him to visit	Job Service	Apply for unemployment	Yes	No	10	10	9	10	10	10	10	Yes	Good leads & job search process & resume	Friendly people	Nothing			
17 FMT 2:30	Yes	House of Hope	Job Search	Look for work	Yes	No	10	10	10	10	10	10	10	Yes	Provide needed help to job seeker	Getting the help and getting it right away	Everything was great			
18 FMT 3:20	No	Co-worker	MVAC	Tuition & C.N.A. test help	No	Yes	10	10	10	10	10	10	10	Yes	Very helpful & knows people in same situation	Helping her get better education	None			
19 FMT 3:30	No	Parent/family	MVAC	Find employment	Yes	No	10	10	10	10	10	9	10	Yes	Very helpful in finding a job	Interview help	None			
Average							9.6	8.9	9.3	9.7	9.8	9.5	9.5							
6 individuals did not take the survey							Last Survey							9.4	9.5	8.9	9.9	9.7	9.7	9.7

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6/16/2016																				
1 MK 9:18	No	Been here before	LJ & Associates, Gloria	LJ & Associates, Gloria	Yes	Yes - 10 hrs	10	10	10	10	10	10	10	Yes	Good, lots of info and programs	Work with me, helping me	Nothing			
2 MK 10:52	No	Word of mouth	Margy	Apply for retraining	Yes	No	9	10	8	10	10	10	10	Yes	Supportive, responsive to individual	Freely available, not long to get an appt	Nothing			
3 MK 11:33	No	Refer	VRS	Appt with Roberta	Yes	In between	10	10	9	10	10	10	10	Yes	Open, well informed, respected	Not a fight to get services, easily accessible	More training on basic skills like MS Office			
4 MK 11:37	No	Referred	VRS	Job search	Yes	No	10	10	8	10	10	10	10	Yes	Lots of resources, computer, resume help	Follow-up on job lead with Mike	Higher desk to use in resource room. Offer one that you can stand next to.			
5 MK 11:50	No	Employer	Larry - DEED	Aptitude test for college	Yes	No	10	9	9	10	10	10	10	Yes	Cover all ground - interview 101, DW program, college, test prep	Same	Better signage			
6 MK 12:30	No	Word of mouth	Job search	Job search	Yes	No	10	9	DK	10	10	NA	6	Yes		Helpful	More jobs			
7 MK 1:07	No	MRCI	Gretchen	Resume	Yes	Yes	10	10	10	10	10	10	10	Yes		Generous				
8 MK 2:35	No	Recommendation	WFC	UI	Yes	No - laid off	9	8	9	9	10	9	9	Yes		Courteous, listened, concerned, "they care about us"	No - very happy			
9 MK 2:42	No	MFIP	None	Looking for work	Yes	No	10	6	6	DK	8	1	10	Yes		Computer, printer, free phone	Everyone should be approached and have services explained			
10 MK 3:01	No	Was Job Service	Employment	UI	Yes	No	10	10	5	10	10	10	10	Yes		Helping w/questions	Bathroom			
11 MK	No	UI Services	N/A	Checking the board	Yes	No	10	10	9	10	10	9	10	Yes		The people are very helpful	More people available for questions - under staffed			
Average							9.8	9.3	8.3	9.9	9.8	8.9	9.5							
6 individuals did not take the survey							Last Survey							9.0	9.1	8.7	9.3	9.4	9.3	9.4