

27 Mkto 3:18	No	Coming for a while	Networking club	Networking club	Yes	Yes	9	9	9	10	10	10	10	Yes
28 Mkto 3:27	No	Always known	Workforce - job club	Job club	Yes	No	9	9	8	9	10	9	9	Yes
29 Mkto 3:35	No	Through worker and Rehab	Workforce Center	Looking for a job	Yes	No	10	10	8	10	10	10	10	Yes
30 Mkto 3:39	Yes	Walk In	Get application	Apply for job	Yes - PT	No	10	DK	10	10	10	9	10	Yes
31 Mkto 4:02	No	UI	Network club	Network club	Yes	No	8	9	7	10	10	10	10	Yes
Average							9.1	8.9	8.7	9.6	9.5	9.2	9.1	
45 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>
Because of everything mentioned in survey	Friendly	No idea
Always available, very helpful.	Help and ideas, different avenues to try	None I can think of
The service is available, somewhere to go everyday	People	More computers
Has a job website/MN Works, has current leads posted.	Computers, staff, job bulletin board	Finances for interview clothes
I got a job here, they could too	Questions are answered	Can't think of anything
They helped me in the past, might as well pass it on	Easy and they do listen	Don't know
Very helpful and polite	Very helpful	Can't think of anything
(Wouldn't say)	Location	More jobs
	Staff is professional and kind	More computers
Absolutely	Staff are informed	More computers
	Felt like they cared about me	Nothing

<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>
Laurie is super friendly and all the staff wants what is best for everyone, they care!	Jobs that aren't listed yet they let people know about jobs	NA
Helped me find a job	Easy and quick	NA
It helps in finding a job	Being able to use computers they provide	NA
DK	Laurie	DK
Find a lot of jobs, very nice staff	Helpful	Website (had to sign in twice)
Got interview from using Job Service	Easy access	DK
Helpful	Info on available programs	DK - nothing
To get UI "have to"	Staff - friendly	Less confusion with computers (Doesn't use computers-lacks computer knowledge)
Because they have a lot of services and programs	The staff are friendly and knowledgeable	DK
Helpful	Staff were available	Nothing
More opportunities online	Always helpful	Nothing
Better ways of doing it	Can't think of anything	A lot of things
Friendly, helpful, compassionate	Thoroughly informed and explained things well	Computers more private
Always job openings	Always nice and helpful	Nothing
:)	They help you reach goals	They ask a lot of personal
Found jobs here before	Staff	Nothing
It's a good way to get online to look for a job	Computer programs	Nothing
Very nice, willing to help, very supportive	Friendly, very helpful	Nothing
Only way you get anywhere these days	Services good	Find more jobs
	Computers	More hours - evening
Hands on help	All the help	Nothing
Excellent staff	All the help	Nothing

I only came here to meet with job counselor or when I need to make up hours	Extra cash from program so she can purchase extra items needed	Need to consider court ordered hours with program
	Very organized	Everything is good
They are helpful	Step by step instructions	No idea

<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>
Great services	Employees	NA
Free computer use	Staff work fast	NA
Lots of resources	Always open	More computers
Helps to find a new job	Access to job websites	NA
Only place in town	Open early, available computers	Need to stay open later
Helping me find a job	Understanding	NA
	Good staff	Nothing
So much to offer	MN Works	More computers
		Have more knowledge about goals of clientele (seasonal workers should not have to look for work)
Help with resume	Quick	
Good tool for researching jobs/resume	Access to printer and fax	Update computer
Offer so many different things!	Peaceful, quiet atmosphere	More computers
All jobs listed in one place	All current job openings in one area	NA
When I was laid off, not my fault, they help to get a job and UI benefits	I grew up in country, I have no technology - people help me here with computer	NA
Learn good information	They really listen	DK
Helped me in the past - helping me with my problems	Refer me to jobs that I don't see on my own	There isn't anything
Been involved in the past - not beneficial before. Now a lot more is offered - now they explain more.	Individualized - covers broad range of people, it seems to fit everyone	If time were available more individualized services instead of classroom
Very helpful with everything you need - job fairs, computers	Convenient - very seldom wait, clean	Newer chairs in the computer area
They haven't done me wrong	If you have a question they are there to help	More people
		They made changes to UI in St. Paul, but they don't know about it here, so better communication from St. Paul
Get out a deficit	Kind people	Having them be able to contact help - came here and sat on the phone. Someone must have used my social security number so now my unemployment is all #%^# up.
Only option for UI	Got an answer	Should have more funding
	Computers	
Convenient, courteous staff	Got me a job	DK
	People here	
	Use the internet to search jobs, fill applications, print papers	DK
Because I already found resources and jobs I couldn't find on my own	I like the website	DK
	They are friendly and not condescending. Assures you of what you need to do, gives you step by step help to know you are on the right track with what you need to do	
All things I need they have or given me the information		If you were in Waseca

Think they are very helpful	Can't think of anything	Can't think of anything
I've been to other Workforce Centers, here they generally fill the mission. All staff have good contact with employers.	Everyone else here (Alison) is tremendous. She's awesome.	Gentleman that does the computer training. He is never out helping people, his attitude is wrong and approach to help people - he makes them feel like trash. I have seen him be cruel to people he thinks are not bright.
Good resource	Computers	DK
She told me you could use computers here.	Alison is great.	More job postings.
They have access to good info, classes, testing, and help direct you	They are available and I always get an answer	DK