

<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>	<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>
<u>11/17/2014</u>																	
1 NU 1:31	No	Wife	Job Services	Classes	Yes	Yes	10	10	10	10	10	10	10	Yes		Everything	Nothing
2 NU 1:44	No	Friend	None	Job search and resume	Yes	Yes	5	4	6	6	7	3	3	Yes		Computer use	List jobs that don't require college degree or lots of experience
3 NU 3:27	No	Job Counselor	Workforce Center	Fax an application	Yes	Yes	10	10	10	10	10	10	10	Yes	Never crowded, so help is always there	Resources! Computers, books, papers, printer, fax	Hours of operation
4 NU 3:27	No	Walk in	MVAC	Rent assistance	No	Yes	10	10	8	10	10	8	NA	Yes	The center helped me get a job and keep my place	NA	NA
5 NU 10:20	No	Dad	JS/Resource Room	Applying for jobs	Yes	Yes	10	10	10	10	10	10	10	Yes	Helpful	Someone always there to help	DK
<u>11/24/2014</u>																	
6 NU 9:24	No	Applied for assistance	MVAC	DWP	No	Yes	10	10	10	10	10	10	10	Yes	Because they gave you all the services and really good support	Support-someone to talk to	No
7 NU 9:40	No	Word of mouth	Job Service	Fill out applications	Yes	Self-employe	6	6	8	10	10	10	10	Yes	Place to go - it's available	Politeness of staff	More advertising and free coffee
8 NU 10:08	No	County	MVAC	MFIP	Yes	No	8	7	10	10	9	8	DK	Yes		NA	NA
9 NU 10:15	No	Coming here for years	UI	UI reactivate	Yes	No	9	7	8	9	9	7	10	Yes	Job leads	Always nice to me	More staff available to help on computers
10 NU 12:30	Yes	Known	UI	Information	No	No	10	9	9	9	10	9	NA	Yes	Helpful	Friendly	Drive through window :)
11 NU 11:40	No	Friend	Resource Room	Looking for work	Yes	Yes	9	10	9	10	10	10	9	Yes	Better than waiting for the newspaper	Availability	DK
12 NU 12:58	No	Knew they were here	UI	Job seeking, use newspaper & telephone	Yes	No	8	8	8	10	10	8	6	Yes	Having it local, rather than running to Mankato	Friendly staff, willing to help	Senior program having a longer/permanent job status. Unable to collect UI when time is up with Senior Program.
13 NU 1:01	No	Used for years	Job Service - use computers	Job seeking	Yes	Yes	9	9	8	10	10	10	9	Yes	I've always been able to find what I needed here	Free computers and help always available	Nohting- have never had a problem
14 NU 1:10	No	Through Mankato WFC	MVAC	Housing	Yes	No	10	10	10	10	10	10	10	Yes	Helpful, professional	Free services, polite and nice	Can't think of anything
Average							8.9	8.6	8.9	9.6	9.6	8.8	8.8				
4 individuals did not take the survey						<i>Last Survey</i>	9.7	9.6	9.1	9.9	9.9	9.7	9.4				

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<u>11/3/2014</u>																	
1 FWFC 9:13	No	Self	Dislocated worker	See what they could do for me	No	Yes-self empl	6	5	5	7	7	6	NA	Yes	Helps you get off unemployment	Assessments	Extended hours (but no big deal)
2 FWFC 9:37	No	Parents	UI	Check on jobs	Yes	No	7	8	7	9	9	7	8	Yes	Good	Help you find a job	DK
3 FWFC 9:45	No	WFC Employer Kit	Resource Area	Look for jobs	Yes	Yes	10	8	10	10	10	7	8	Yes	Good to look for jobs	Easy	Bigger computer screens - to see better
4 FWFC 10:15	No	Human Resources/County	DWIP	Look for jobs	Yes	No	10	10	10	10	10	10	10	Yes	Very helpful, knowledgeable and nice	Workshops	More computers (sometimes all are in use)
5 FWFC 10:27	No	UI	JS	Get resume put on computer	Yes	Yes	10	10	7	10	10	10	10	Yes	Very helpful	Feel like they really want to help	Have a WFC in Blue Earth
6 FWFC 10:31	No	Self	VRS	Purchase shoes	Yes	Yes	10	8	5	4	5	8	8	Yes	Help people	DK	More job opportunities for people with felonies
7 FWFC 10:41	No	Past employer	UI	File for benefits	Yes	No	10	10	10	10	10	10	10	Yes	Very pleasant people	Very helpful	Nothing
8 FWFC 10:58	No	UI	Resource Area	Apply for benefits	No	Yes	7	4	4	6	6	6	NA	Yes	One of the resources in town	Can talk with staff 1 on 1	More 1 on 1
9 FWFC 11:14	No	Online	VRS	Set up appt with VRS counselor	Yes	No	9	NA	7	10	9	9	8	Yes	Have to	Just starting services	DK
10 FWFC 11:54	No	Self	VRS	Meeting, updates	Yes	No	6	5	5	10	10	10	10	Yes	Listen to you and point in the right direction	LJ&A job counselor	Better training
11 FWFC 12:00	No	Self	Resource Area	Filling out applications, complete resume	Yes	Yes	10	10	DK	10	10	10	10	Yes	Mary is very helpful	Use computers, print out resume on resume paper	Get more staff
12 FWFC 12:15	No	Self	Resource Area	Look for jobs	Yes	No	10	9	9	10	10	10	DK	Yes	State provided services	Computers you can use	Download application to fax and then email to employer gets complicated.
13 FWFC 12:50	No	Lived here my whole life	Job Search	Job	Yes	Yes	10	10	10	10	10	10	10	Yes	Great opportunities	Kind people	Nothing needs improvement
14 FWFC 1:30	No	Human Services	Job Search	Turn papers in for job search	No - GED	Yes	10	10	10	10	10	10	10	Yes	Very good people in there	Lots of opportunities to help people	Can't think of any
15 FWFC 2:00	No	Friend	MVAC/Vicki	Gas vouchers for school	No	No	10	10	9	10	10	10	10	Yes	Resources	Help you	Probably not
16 FWFC 2:30	No	Heard through Human Services	Jill	DWP	Yes	No	8	8	8	10	10	10	9	Yes	Pretty helpful here	Able to answer questions	Can't think of anything
17 FWFC 3:00	Yes	Laid off, had paperwork	UI	UI Paperwork	Yes	No	9	10	10	10	9	10	10	Yes	Very helpful	Didn't treat me poorly	Need introductions to staff
18 FWFC 3:25	No	When unemployed	To find work	Ask if qualify for UI	Yes	No	10	10	10	10	10	10	10	Yes	Good experience last time	Helped out with what I was looking for	Job board with contact numbers where public could see it
19 FWFC 4:20	No	Through Human Services	Looking for job online	Find job	Yes	Just hired	10	10	10	10	10	10	10	Yes	They can help you meet your goals	Unlimited computer time	Nothing
Average							9.1	8.6	8.1	9.3	9.2	9.1	9.4				
20 individuals did not take the survey						<i>Last Survey</i>	9.5	9.5	8.6	9.6	9.9	9.5	9.5				

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<u>11/10/2014</u>																	
1 Mkto 9:05	No	VA	WFC	Fax	Yes	No	10	10	10	10	10	10	NA	Yes	Resources and helpful personnel	Alison and friendliness of staff.	Nothing.
2 Mkto 9:27	No	Known about it	WFC	Looking for a job	Yes	No	10	9	9	10	10	10	9	Yes	List of jobs	Computer	Fax from computer
3 Mkto 9:27	No	Known about it	WFC	MRCI appt.	Yes	Yes	10	9	DK	10	9	10	9	Yes	Same	NA	Computer
4 Mkto 9:31	No	Always	Job list	Job list	Yes	No	10	10	10	10	10	10	10	Yes	If you want to work and get a job	Always jobs	Number for each job opening to talk to someone about it.
5 Mkto 10:04	No	Walk	Internet	UI	Yes	No	9	9	9	10	10	10	10	Yes	Looking for a job	Fast internet	NA
6 Mkto 10:31	No	Been here before	WFC computer	Work search	Yes	No	8	8	7	NA	10	6	8	Yes	More job openings	Job postings one stop shop.	NA
7 Mkto 10:57	Yes	Friend	Gretchen	Find employment	Yes	No	5	6	6	8	8	8	10	Yes	Not sure	There to help	Nothing
8 Mkto 11:00	Yes	Walk In	Computer	Printing	No	Yes	10	10	10	10	10	10	NA	Yes	Helpful place	Computer	NA
9 Mkto 11:28	No	Moved to MN	Older worker	Appt for enrollment	Yes	No	10	9	9	10	10	10	9	Yes	Good listener, access my needs to direct to the right resource	Thorough	NA
<u>11/24/2014</u>																	
10 Mkto 1:20	No	College	General	Prepare for interview	Yes	Yes	6	10	7	10	10	NA	10	Yes	Free of charge, experts available	Displaced Worker Programs, College Prep	Self service for scheduling use of space
11 Mkto 1:28	No	MRCI	MRCI	Looking for a job	Yes	No	10	DK	DK	10	10	10	10	Yes	Good services	Finding employment	DK
12 Mkto 1:50	No	UI	Computer	Job search	Yes	PT	10	10	10	10	10	10	10	Yes	Very helpful	NA	Need more jobs tha pay a decent wage!!
13 Mkto 2:16	No	Mail from Social Security	Indeed	Education	No	No	8	9	8	10	9	9	NA	Yes	Helpful, very knowledgeable about programs	Emily Badenschier	More staff like Emily
14 Mkto 2:22	No	?	Computer	UI	Yes	No	10	9	DK	10	10	6	NA	Yes		Helpful referrals	DK
15 Mkto 2:30	No	Known	WFC	Look for a job	Yes	No	10	9	6	10	10	10	4	Yes	Have found jobs before	Computer	Open on weekends
16 Mkto 2:35	No	Dislocated worker	Vocational Rehab	Develop employment plan	Yes	No	10	10	10	10	10	9	9	Yes	Past experience	Multiple services	Closer bathroom
17 Mkto 3:13	No	Laid off	Dislocated worker	See advisore	No	Yes	10	10	10	10	10	8	10	Yes		Communication	
18 Mkto 3:39	No	UI	DK	Job search	Yes	Yes	7	7	5	7	5	5	5	Yes	Job listings	Free computer use, fast	More jobs
Average							9.1	9.1	8.4	9.7	9.5	8.9	8.8				
15 individuals did not take the survey						<i>Last Survey</i>	9.3	9.1	8.5	9.3	9.1	9.1	8.9				