

<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>
1 NU 8:50	No	Word of mouth	Unemployment	Unemployment and email	Yes	Yes - Layoff	10	10	10	10	10	10	10	Yes
2 NU 9:15	No	MFIP	Job Service	To report she wouldn't be in class today	No	Yes	10	8	8	10	10	10	NA	Yes
3 NU 9:35	No	Paper	Training Class	Register for Training Class	Yes	No	8	8	8	9	8	8	8	Yes
4 NU 10:18	No	Live	Abby	Get help with training	Yes	No	7	7	7	9	9	10	10	Yes
5 NU 10:35	No	Job Council	Job Service	Visit Job Counselor	No	Yes	10	R	8	10	10	10	8	Yes
6 NU 10:41	No	County	MVAC	Gas voucher	No	Yes	10	8	9	10	10	10	6	Yes
7 NU 11:00	No	Word of mouth	Do online application	Do online application	Yes	Yes	10	10	10	10	10	10	10	Yes
8 NU 11:18	No	Family	None in particular	Looking at options	Yes	Yes	10	10	10	10	10	10	10	Yes
9 NU 12:00	Yes	Online	Came to meet applicants	Hosting a job fair	No	Yes	7	7	5	8	9	NA	NA	Yes
10 NU 12:15	No		Job Service	Help with resume on computer	Yes	No	10	8	9	10	10	10	10	Yes
11 NU 12:45	No	Insurance		Assistance	No - disabled	No	DK	10	DK	10	10	10	NA	Yes
12 NU 12:57	No	Been coming here, drive past, see it	Get materials	Get a job listing	Yes - 2nd job	Yes	10	10	10	10	10	10	10	Yes
13 NU 1:54	No	Just knew	Unemployment	Unemployment	Yes	No	10	9	10	10	10	10	NA	Yes
14 NU 1:59	No	Girlfriend	Workforce Center	Keep in touch with worker	No	Yes	10	10	9	10	10	9	10	Yes
15 NU 2:16	No	Moved here and was referred	Jill - Workforce	Our jobs were postponed	Yes	No	10	10	10	10	10	10	9	Yes
16 NU 2:20	No	Work with Abby since June 2010	MVAC	Touch base with her on jobs	Yes	No	10	10	10	10	10	10	10	Yes
17 NU 2:29	No	Always knew		Employment	Yes	No	10	10	10	10	9	10	10	Yes
18 NU 2:33	No	County	Not sure	Help with unmet needs	No	Yes	8	8	8	10	9	10	10	Yes
19 NU 2:40	Yes	Mom	Not sure	Work & GED	Yes	No	10	10	9	10	10	10	10	Yes
20 NU 2:53	No	Boyfriend	DK	College help	Yes - better job	Yes	9	8	9	10	10	10	9	Yes
21 NU 3:38	No	Using them for years - my sister told me	DK	Gas voucher	Yes - 2nd job	Yes	10	10	10	10	10	10	10	Yes
22 NU 3:50	No	Family	MVAC	Helped me get a home	Yes - better job	Yes	10	10	10	10	10	10	NA	Yes
Average							9.5	9.1	9.0	9.8	9.7	9.9	9.4	
10 individuals did not take the survey														
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1 FWFC 9:10	No	MFIP	DK - Computers	Looking for job	Yes	No	8	6	4	4	7	5	5	Yes
2 FWFC 9:20	No	Through DWP	Structured Work Search	Find a job	Yes	Yes	10	9	9	10	10	10	10	Yes

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3 FWFC 9:25	No	Self	Workforce	STEP	Yes	No	8	5	4	10	5	8	NA	Yes
4 FWFC 9:30	No	Human Services	Mary - DWP	DWP	Yes	No	10	7	10	10	10	10	10	Yes
5 FWFC 9:45	No	Human Services	Using computers	Looking for work	Yes	No	9	9	9	10	10	10	10	Yes
6 FWFC 10:15	Yes	Friend	UI	To sign up for UI	Just got laid off	No	10	8	8	9	10	10	NA	Yes
7 FWFC 10:55	No	Self	Rehab	Get signed up for rehab services	Yes	No	8	8	10	10	10	10	10	Yes
8 FWFC 10:58	No	Vicki	Vicki	Go vacation	No	No	9	10	10	10	10	10	10	Yes
9 FWFC 11:00	Yes	Self-walking through the mall	Resource area	Look for job	Yes	Yes	7	7	7	10	10	10	7	Yes
10 FWFC 11:10	No	Self	Rehab Services	Looking for a job	Yes	No	8	8	6	8	8	8	8	Yes
11 FWFC 11:55	No	Self	Voc Rehab	Appt	Yes	No	9	6	8	10	DK	NA	9	Yes
12 FWFC 12:00	Yes	Family	Job Service	Get ID & SS card copies	No	Start today	10	10	10	10	10	NA	NA	Yes
13 FWFC 12:05	No	Self	Resource area	Search for jobs	Yes	No	8	8	10	10	10	10	10	Yes
14 FWFC 12:15	No	Human Services	Resource area - Laurie	Looking for jobs & work on resume	Yes	No	4	3	3	1	1	1	2	No
15 FWFC 12:35	No	Human Services	Mary - DWP	Job search program	Yes	No	10	10	10	10	10	10	10	Yes
16 FWFC 12:40	No	Self	UI	Sign up for UI	Yes	No	9	10	10	9	10	5	NA	Yes
17 FWFC 12:53	No	Word of Mouth	VR	Ask questions	No	Yes	10	10	10	10	10	10	10	Yes
18 FWFC 1:22	No	Told	WFC	Job seeking	Yes	Yes	6	6	7	8	8	7	7	Yes
19 FWFC 1:25	No	House of Hope	WFC	Use computer and job search	Yes	No	8	10	8	10	10	7	9	Yes
20 FWFC 1:30	Yes	Through other WFC	WFC	Computer assessment	Yes	No	8	5	4	10	9	4	3	Yes
21 FWFC 1:35	No	Word of Mouth	WFC	Find a job	Yes	No	7	8	7	7	6	7	5	Yes
22 FWFC 2:28	No	Always been here	WFC	Work	No	Yes	10	9	8	10	10	10	8	Yes
23 FWFC 3:00	Yes	Internet	No idea	Job seeking	Yes	No	3	2	2	10	10	4	2	No
24 FWFC 3:20	No	Knew about UI office	WFC	Reactivate UI	Yes	No	10	10	10	10	10	10	NA	Yes
25 FWFC 3:34	No	Human Services	WFC	Job	Yes	No	10	10	10	10	10	10	10	Yes
26 FWFC 3:42	No	Heard from other people	Job search	Job search	Yes	No	10	10	10	10	10	10	10	Yes
27 FWFC 3:55	No	Former employer		Fill out application & UI	Yes	No	10	10	9	10	10	DK	10	Yes
Average							8.5	7.8	7.9	9.0	8.8	8.1	8.1	
8 individuals did not take the survey														

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1 Mkto 9:25	No	Lives in Mankato	Computers	Email, UI	Yes - 2nd job	Yes	8	10	9	10	8	6	9	Yes
2 Mkto 9:36	No	Laid off 1980's	Computer Use	Job search	Yes	No	8	7	6	8	7	7	6	Yes
3 Mkto 9:40	No	Has been aware	WFC, jobs, computer use	Job search	Yes	No	6	4	4	9	8	8	2	Yes
4 Mkto 9:45	No	When became unemployed	Computers	Looking for part-time	Yes	Labor Ready	8	8	8	9	10	NA	9	Yes
5 Mkto 9:58	No		Employment Benefits, Jerry	Jerry, going to Phillipines will come back in spring	Yes	No	10	10	10	10	10	10	10	Yes
6 Mkto 10:10	No	Unemployed from state	Dislocated Worker	Eligibility	Yes	Yes	8	8	8	10	8	9	8	Yes
7 Mkto 10:29	No	Job hunting	WFC	Get a job	Yes	No	10	10	10	10	10	10	10	Yes
8 Mkto 11:39	No	Being unemployed	Computer use	Job search	Yes	No	7	6	7	8	8	8	8	Yes
9 Mkto 11:47	No	2 years ago	WFC	Jobs	Yes	No	9	8	8	10	8	9	10	Yes
10 Mkto 12:12	Yes	Friend	Nursing Homse	Need a job	Yes	No	10	9	10	10	10	10	10	Yes
11 Mkto 12:25	Yes	Saw sign	Job Service	Help finding a job	Yes	No	9	10	10	10	10	10	10	Yes

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12 Mkto 12:44	No	Walked by	Front desk	Fax a resume	No	No	10	10	10	10	10	10	10	Yes
13 Mkto 12:49	7th or 8th	Job resources on Riverfront	Employment	To apply for a job	Yes	No	10	10	10	10	10	10	10	Yes
14 Mkto 1:12	No	Used them before	DK	To use computer	Yes	No	10	10	10	10	10	10	10	Yes
15 Mkto 1:54	No	Contacted at layoff	Job Service/MVAC	Look for job	Yes	No	10	9	9	10	8	10	8	Yes
16 Mkto 2:00	No	Online	Garden Associates	Inquiring about job	No	Yes	8	8	8	10	9	9	9	Yes
17 Mkto 2:21	Yes	Friend	WFC	Job search	Yes	No	10	10	8	NA	10	NA	10	Yes
18 Mkto 2:27	No	Brother	Job interview	Job interview	Yes	No	8	7	8	10	10	NA	10	Yes
19 Mkto 2:34	Yes	Had to take a test/friend	Garden Associates	Take a test	Yes	Yes	10	10	8	10	10	10	10	Yes
20 Mkto 3:14	No	Walked by/UI	Job Fair	Copies of resume	Yes	No	9	7	8	8	NA	9	7	Yes
21 Mkto 3:39	Yes	Friend	DK	Looking for work	Yes	Yes - PT	8	8	5	10	8	8	5	Yes
22 Mkto 3: 50	No	Lives in Mankato	To use computers		Yes	No	8	8	7	9	10	7	7	Yes
23 Mkto 8:50	No	Blue Earth County	Computer	Computer	Yes	No	10	10	10	10	10	10	10	Yes
24 Mkto 8:45	No	Literature and newspaper	UI	Find a job	Yes	No	10	5	2	5	10	5	1	Yes
25 Mkto 9:20	No	Radio	Job Service	Looking for 2nd job	Yes	Yes	8	9	9	9	9	9	9	Yes
26 Mkto 9:45	No	Friend	Workforce Center	Looking for work	Yes	No	7	6	3	8	9	4	R	Yes
27 Mkto 9:55	No	Been coming	Workforce Center	Checking for jobs	Yes	Yes	10	10	9	10	10	10	9	Yes
28 Mkto 10:00	No	Coming here for awhile	Computer Use	Job search	Yes	Yes	10	10	10	10	10	10	10	Yes
29 Mkto 10:10	No	Friend	Computer	Look for job	Yes	No	8	6	7	9	9	8	8	Yes
30 Mkto 10:33	No	Information	Spherion	Assessment	Yes	No	10	7	7	10	10	10	10	Yes
31 Mkto 10:35	No	Been going	Workforce Center	Find a job	Yes	No	7	8	10	10	10	9	9	Yes
32 Mkto 10:35	Yes	Friend	Workforce Center	Resume and job search	Yes	No	10	10	10	10	10	10	10	Yes
33 Mkto 11:24	Yes	Newspaper	Kato Engineering App	Apply for Kato	Yes	No	8	8	8	10	10	NA	6	Yes
34 Mkto 11:40	No	Home sweet home	Workforce Center	UI	Yes	No	10	10	10	10	10	10	10	Yes
35 Mkto 11:30	No	Employment	Computer	Resume and application	Yes	No	10	10	10	10	10	10	10	Yes
36 Mkto 12:09	No	Husband	Front desk	Fax a resume	No	Yes - temp	10	9	10	10	9	10	9	Yes
37 Mkto 12:25	Yes	Walked up	Walk in	Job search	Yes	No	10	10	10	10	10	10	10	Yes
38 Mkto 1:05	No	Statewide	Resume	Resume	Yes	No	10	10	10	10	10	10	10	Yes
39 Mkto 1:11	No	UI	Computer	Looking for job/UI	Yes	No	9	10	7	10	10	10	8	Yes
40 Mkto 1:24	Yes		Garden Associates	Employment	Yes	No	9	10	9	10	10	10	10	Yes
41 Mkto 1:29	Yes	Application	Kato Engineering App	Application	Yes	Yes	10	10	10	10	10	10	10	Yes
42 Mkto 2:12	No	Halfway house	Internet, housing	Job search, housing	Yes	Yes	7	10	6	10	10	10	7	Yes
43 Mkto 2:20	No	Word of mouth	MVAC	Homelessness	Yes	No	10	10	8	10	10	10	5	Yes
44 Mkto 2:25	No	Friend	MN Job Bank/Resume	Looking for work	Yes	No	7	6	5	5	7	10	6	Yes
45 Mkto 2:40	No	Employer	Interviews	Conduct interviews	NA	NA	10	10	8	10	10	10	10	Yes
46 Mkto 2:58	No	4 years ago	Workforce Center	Computer	No	Yes	10	7	9	10	10	9	10	Yes
47 Mkto 3:08	No	UI	Verify employment	Verify employment	Yes	No	10	10	DK	10	10	10	10	Yes
Average							9.0	8.7	8.2	9.5	9.5	9.2	8.6	
17 individuals did not take the survey														

<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>
It's a good place to get help	Personal attention	Can't think of anything
They help people find jobs	Job search	Open weekends
	Helpful	Can't think of anything
Only game in town	Willing to share info about employers	Bilingual services
Resource for people	Using computers	Nothing
They have lots of resources	Friendly & caring employees	More help actually finding/getting jobs for people
They've helped me	Always nice & give information I need. Helped me find many jobs	Nothing
	No comment	None
I found a good candidate!	Having the conference room reserved!	Advertising for this event.
So far been helpful	Everyone is kind	Help fill out forms
Services work! This place gives people hope. I feel a lot better. Good to have people to talk to.	Mary & Michelle	A vending machine
Know the jobs out there	Friendliness and right on top of things	Nothing
Great starting place - I am new in town. It's a good place for good employment info.	Here to help you & advance yourself career-wise	Can't say - doing a great job
Good services	Very nice, courteous, friendly. They go above and beyond	Co-workers more knowledgeable of the program & what they have to offer. We got told one thing & than another. Want to get told everything at once - you'll find you need addtl documentation.
Everyone is hard working & concerned. Great attitudes with smiles	Positive attitude and professionalism	Can't think of anything
Find a lot of job openings, information and assistance with computers.	Staff willing to help you	More help
Helped me find a job	Concern & empathy of people that work here - their interest in helping you	More computer stations
Friendly, organized and point you in the right direction	Friendliness	DK
I was satisfied	DK	DK
Helped me & my wife - had us go to job search classes, we both found jobs, they help you out	Great environment, helpful, caring	Teach someone how to use the computer
Helped me numerous times, access to internet	I was living in a truck with my 2 boys - helped me get an apartment.	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>
You can use the computer for free. Look at job listings.	Can use computers for free	DK
Give a lot of info & good ideas to find employment	Give good information	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>
Give a direction and goals	DK	DK
Helps find jobs	Quiet	DK - Just started last week
Good resource computers & library. Staff friendly and supportive.	Laurie goes out of her way to help on a one-on-one basis. Treat you like a person.	Hours extended.
Have all the info you need	Easy to find	DK
Good place to find jobs	People are friendly	Nothing
Money	Good company	Everything.
Everything you need is here	Gave exactly what needed	DK
Good place to look for work	Teach how to work computer	Could call back more
Need people's perspective	Confidentiality	Info ahead of time
Helpful	Fast convenient	DK
Helpful	Convenient	DK
Way too stressful, constantly getting nagged at. Discouraged.	Laurie (Note: Customer gave Laurie 10 for Question #4 & #5)	Mary
Only if had appt scheduled	Web of information	Just push you to computers
Easy, questions are answered	Helpful people	More comfortable chairs
Helpful with many different things	People	DK
DK	Staff	Open different hours
They got ball rolling	They are available	DK
Good resource	Staff very helpful	More career assessments available
More resources to find jobs & free services	Free services & people are knowledgable	DK
People helpful	Easy access & worksites available	More computers
Didn't tell me anything I already didn't know	Staff was pleasant	Help finding a job
Location	On top of it, helped you get through it	Nothing at this time
	People	DK
Very helpful	People there to help	DK
Very helpful, informative and friendly	Everything	Offer other classes for skills for employment

<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>
	Free computer use, no limit	Always have someone at the desk
Recommends WFC frequently for computer use, resume, etc.	Unlimited use of computer time	Can't think of anything
Just because I can't find a job doesn't mean someone else won't.	Organized listing of jobs	More job fairs
	Easy computer use and someone always at the front desk	
Coming back tomorrow to fill out application		Not sure
Nice approachable people	Prompt action	None
		Timeliness of appointments. Had to wait too long due to phone tag, etc.
Abundance of information	Packets and brochures to take home	
Options and channels, not limited	Help you with any questions	Closer bathroom
Good resource	Friendliness	Don't know
Well organized and educated staff	Dedication	More phones available
Good place to find work and communication	The compuer to look for jobs	More help finding a job
Very needed. They help people.	Offer classes and help with resume	More variety of classes

<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>
See above	Use of free equipment	Don't know
They help you a lot more than being home alone doing job search	Instant access to local jobs	More services to homeless people
For help they provided me - taught me to use computer	Having a computer to use	Offering more advanced computer class
Everything is there that you need	The computers and staff	More front desk staff
Lots of information to get a job	All the info on websites	Nothing
Fast and easy	Easy access to computers	Nothing
New jobs	Programs for training	Invite employers here
A lot of opportunities	Courtesy	People using cellphones
A lot of resources/job fairs/1 stop	Number of services available	Open later
Internet unlimited	Internet	More 1 to 1 help
Computers, job fairs, housing services	Computers	More help/direction
For a job and workshops	Prompt when you have questions	Drinking water
It's the only option	Quick	Offer more help, they assume people know
Help when you need it and when you have questions	Accessibility of resources	NA
		More jobs, more information, more people, to help with English as a Second Language - Somali
Give it a chance	The girl that showed an interest	
Quite helpful and found a job	Helpful	More job openings
They have infor for you	Quick and easy	NA
Lots of jobs on website	Helpful	NA
MN Works, phone, email, facebook	Internet	More phones for you
Exceed expectations	Help	NA
Don't just do it for you, help develop tools	They make you feel like a person	NA
Good way to find work	Friendly	NA
Happy, answers, always there when you need it	Always there for questions if you need help	NA
Helpful, a lot to offer	Helpful - 3 people in particular	NA
Good way to get information	All the help	NA
Services, helpful, kind, good	Communication	Nothing
Everything you need for job search in one spot	Ease of computer	NA
One stop shopping to find a job	Computer, location	Job
Helpful	Kindness	Bathrooms
Simple, easy	Efficient	NA
Internet access	Internet	More housing info
Lots of job listings, internet, printing, staff	Print for free	Longer hours
Easy to find work, websites for job openings	Help of staff	More knowledge of jobs, summary of open jobs
Useful for clients and employers for interviews	Alison is extremely helpful	Poor attitudes
Good way to get resume to a lot of people	Access to computer	NA
State help	Options	NA