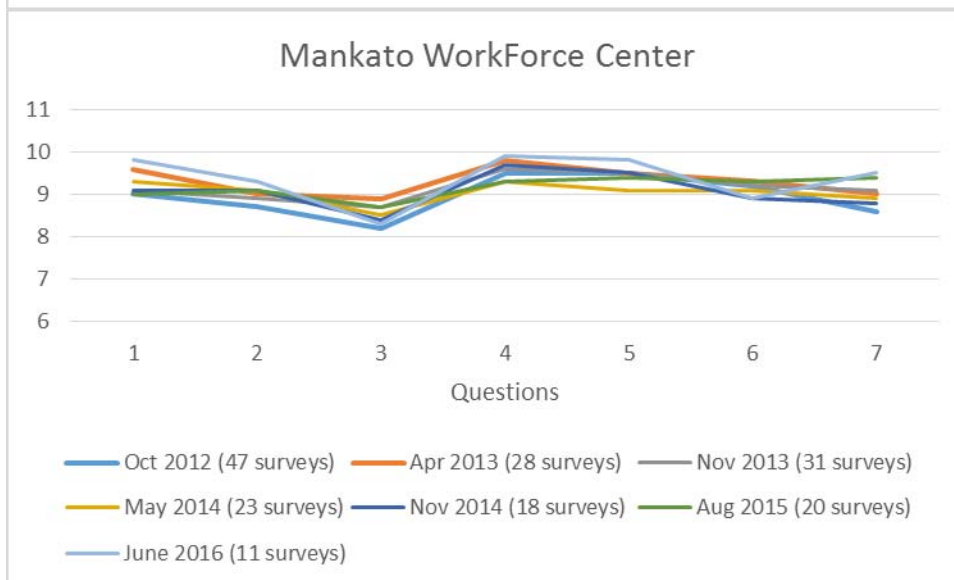
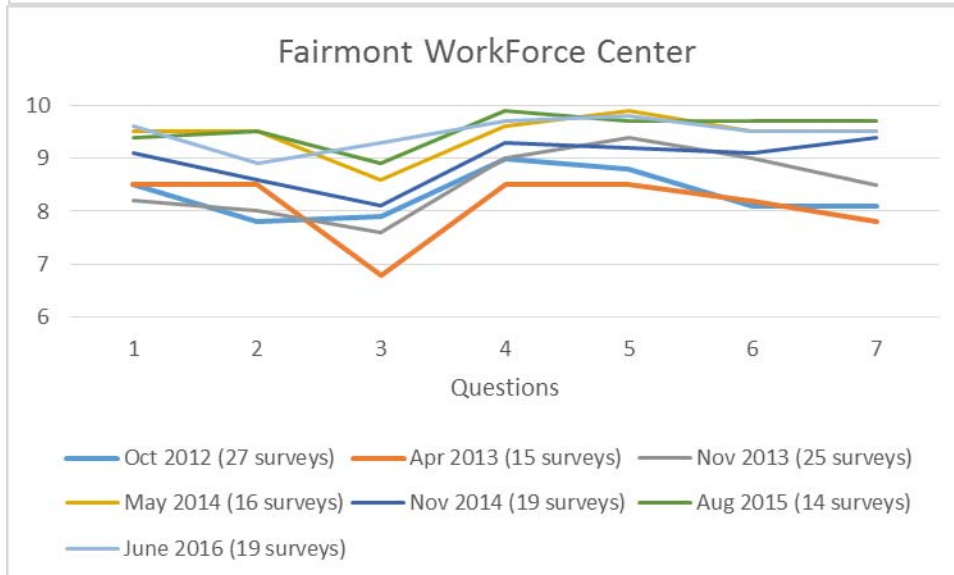
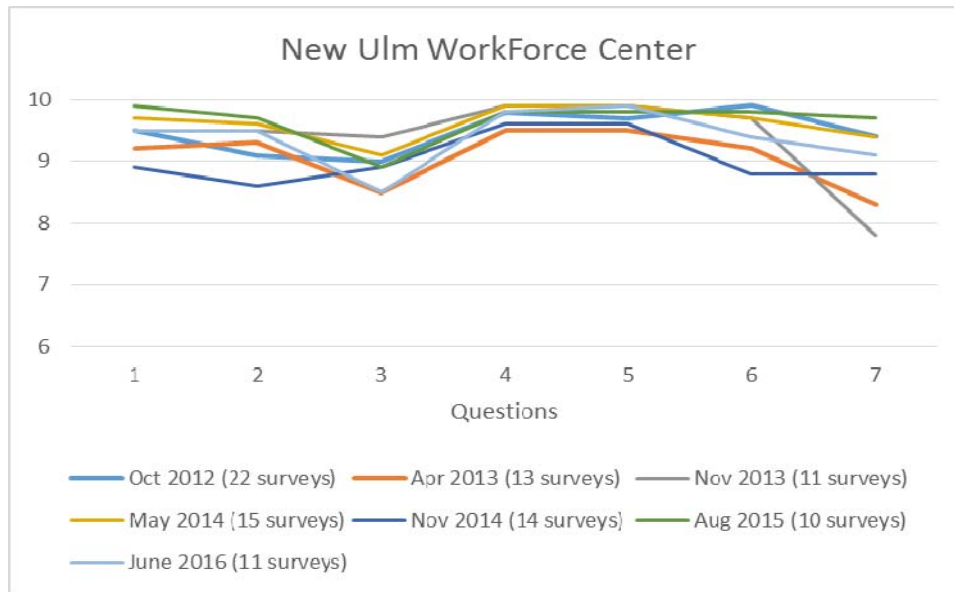
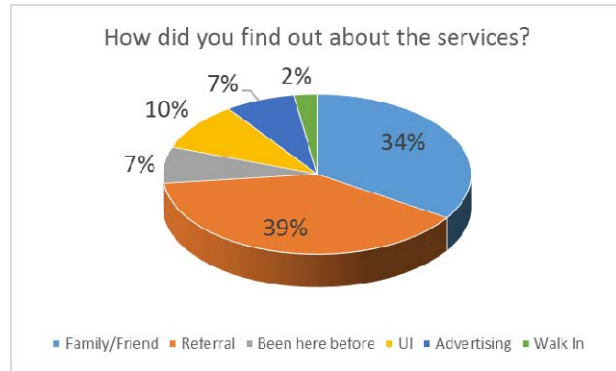
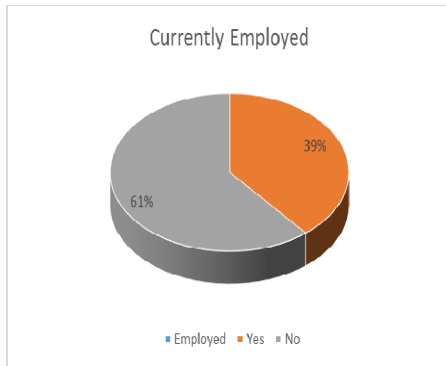


Customer Satisfaction Surveys June 2016





Name one thing you liked best about the services?

- Variety of jobs that are advertised
- Feedback on how to handle my job search
- Variety of programs, classes, etc. to fit various needs
- Courteous, listened, concerned, “they (staff) care about us”
- Getting help and getting it right away

Name one thing about the services that could be improved?

- Spanish speakers
- Every job is not listed on the website
- More training on basic skills like MS Office
- More people available for questions – under staffed
- Better signage

1. Utilizing a scale of 1 to 10 where “1” means “very dissatisfied” and “10” means “very satisfied”, what is your overall satisfaction with the services provided from this WorkForce Center?
2. Considering all the expectations you may have had about the services, to what extent have the services met your expectations?
3. Now think about the ideal program for people in your circumstances. How well do you think the services you received compare with the ideal set of services?
4. How satisfied are you that the WorkForce Center staff listened to you and respected you?
5. How satisfied are you that the WorkForce Center staff was available to you when you had questions?
6. How satisfied are you that the WorkForce Center staff told you about the services that are available?
7. How satisfied are you that the services received today will help you find a job?