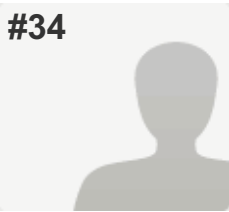


#34



COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, September 15, 2016 1:13:57 PM
Last Modified: Thursday, September 15, 2016 1:22:34 PM
Time Spent: 00:08:36
IP Address: 24.158.21.2

PAGE 1

Q1: Name and location information

Your Name	Beth Christensen
Name of the WorkForce Center You Shopped	Fairmont
Location of the WorkForce Center You Shopped	Fairmont Shopping Center
Date	08/17/2016
"Shopping" Start Time	12:48PM
"Shopping" End Time	2:03PM
Email Address	BethChristensen@WorkforceDevelopmentInc.Org

Q2: Upon arriving at the WorkForce Center, please indicate whether the following statements are true?

There is adequate parking near the building.	Yes
I easily located the suite or room in which the WorkForce Center is located.	No
There were visible signs that directed me to the WorkForce Center's entrance.	No
The WorkForce Center building was easy to find.	No
If your WorkForce Center was not easy to find, please indicate why. If you'd like to better explain any of your answers above, you may also do that here.	The building was easy to find but unless you knew for certain that the WorkForce center was inside there was no reason to believe that it was there. There aren't any signs on the outside of the shopping center. I had been to this location before (shopping at Dunhams) and noticed that the WFC was there- but even still I wasn't sure I was in the right place- and I had directions.

Q3: Upon entering, was the reception area/information center welcoming? Yes

Q4: Was there a receptionist/staff person present? Yes

Q5: Did the receptionist/staff person greet you? Yes, immediately-SKIP TO Question 7

Q6: Why did the receptionist/staff person not immediately greet you? (Choose only one response) *Respondent skipped this question*

Mystery Shopper Questionnaire - 2016

Q7: Was the receptionist/staff person wearing a name badge? Yes-Answer below,
What was the person's name? Laurie

Q8: Did the receptionist/staff person:

Make eye contact with you? Yes
Ask how he/she could help you? Yes
Direct you to where you needed to go? Yes

Q9: Please rate the receptionist/staff person on the following:

Friendliness? Excellent
How well he/she made me feel comfortable? Excellent

Q10: Was there a Resource Center staff member present in the Resource Center? Yes, and it was the same staffer who serves as the receptionist

Q11: Was the Resource Center staff member wearing a name badge? Yes-Answer below

Q12: Did the Resource Center staff member ask you to complete a sign-in sheet and/or register with the Customer Registration System (CRS)? No

Q13: How long did you wait to get help after asking for it? (Count time only from when you indicated needing help.)

I never had to ask for help- she kept checking in on me to see what I needed.

Q14: Please indicate whether the following statements are true about your interaction with the Resource Center staff member:

He/she encouraged me to register with MNWorks? Yes
He/she gave me an overview of available services? Yes
He/she followed up and asked if I had questions? Yes

Mystery Shopper Questionnaire - 2016

Q15: Please rate the Resource Center staff member on the following service attributes:

Attentiveness?	Excellent
Availability?	Excellent
Courteousness?	Excellent
Friendliness?	Excellent
Helpfulness?	Excellent
Level of knowledge?	Excellent
Professional appearance?	Excellent
Professional behavior?	Excellent
How well he/she made me feel comfortable?	Excellent
How well he/she explained things in a clear manner?	Excellent
How well he/she treated me with respect?	Excellent
How well my question was answered?	Excellent

Q16: After spending time in the Resource Center and using the services offered, please indicate how satisfied or dissatisfied you were with the following service aspects:

Information about job clubs?	Satisfied
Information about workshops?	Satisfied
How current printed resources such as newspapers, books, brochures, and magazines were?	Satisfied
How organized these resources were?	Satisfied
Staff's knowledge about these resources?	Satisfied
Staff's instruction for how to use office equipment?	Satisfied
Availability of staff for computer instruction?	Satisfied
Basic training provided on personal computers?	Dis-satisfied
Staff's level of computer knowledge?	Satisfied
Length of wait-time to use a computer?	Very Satisfied

Q17: Please indicate whether you had access to the following office equipment while in the WorkForce Center (even if you didn't use them):

Telephone	Yes
Printer	Yes
Fax machine	Yes
Copy machine	Yes

Mystery Shopper Questionnaire - 2016

Q18: Please rate the Resource Center on the following:

Visual appeal	Good
Welcoming environment	Excellent
How well it was organized	Good
Comprehensiveness of the Resource Center to serve as an office in which to conduct a job search	Good

Q19: Please rate how well the receptionist and Resource Center staff interacted with other customers overall:

Receptionist	Excellent
Resource Center staff	Not Applicable
Other staff?	Excellent

Q20: What was your overall impression of the WorkForce Center?

It was very welcoming. There was a lady with two daughters filling out an application and the daughters were a little rambunctious- but the receptionist was amazing and gave them something to do. There wasn't a ton of space to conduct a job search- When I start working on something I tend to spread out everywhere- but there was an adequate amount of space to fill out an application.

Q21: What specifically was done well or impressed you? (Please list specific examples.)

The receptionist was phenomenal. She literally got up from her desk to greet me. It was very impressive.

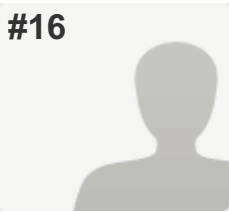
Q22: What could be considered opportunities for improvement? (Please list specific examples.)

The signage was non-existent. You've got a great center- direct people to you. This is kind of random but I had a hard time seeing the computer screens. The computer desks are set up in a way that the keyboards jut out from the desk quite a ways and you can't get very close to the screen. I have solid eye sight but found myself cuddling up to the keyboard to try and see things. Would it be possible to remove the middle barrier and place the keyboards on the table with the monitors?

Q23: Do you have anything else you'd like to add, including any clarifications of previous responses?

Respondent skipped this question

#16



COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, August 31, 2016 12:38:30 PM
Last Modified: Wednesday, August 31, 2016 1:37:31 PM
Time Spent: 00:59:01
IP Address: 156.99.237.121

PAGE 1

Q1: Name and location information

Your Name	Cheryl Nerby
Name of the WorkForce Center You Shopped	Mankato
Location of the WorkForce Center You Shopped	Mankato
Date	8/29/2016
"Shopping" Start Time	10:30 am
"Shopping" End Time	12:30 pm
Email Address	cheryl@rmcep.com

Q2: Upon arriving at the WorkForce Center, please indicate whether the following statements are true?

There is adequate parking near the building.	Yes
I easily located the suite or room in which the WorkForce Center is located.	No
There were visible signs that directed me to the WorkForce Center's entrance.	Yes
The WorkForce Center building was easy to find.	Yes
If your WorkForce Center was not easy to find, please indicate why. If you'd like to better explain any of your answers above, you may also do that here.	Missed a turn while driving to the WFC, saw the building shown in the photo of the WFC that is used on 'driving directions to the Mankato WFC. Parked in the front and upon entering the Intergovernmental Center, did not note any WFC signage, asked the desk person for the WFC, informed the WFC is located in a different part of the building, could either exit the building and re-enter on a different side or walk through to their exit door and enter a corridor that would allow me into the plaza area. Upon 'googling' the Mankato WFC, a photo of a parking ramp would display. Walked the corridor until I found the WFC.

Q3: Upon entering, was the reception area/information center welcoming? Yes

Q4: Was there a receptionist/staff person present? No

Mystery Shopper Questionnaire - 2016

Q5: Did the receptionist/staff person greet you?	Yes, but not immediately-Answer below , How long did you wait before you were greeted? 1 minute
Q6: Why did the receptionist/staff person not immediately greet you? (Choose only one response)	No receptionist/staff person present.
Q7: Was the receptionist/staff person wearing a name badge?	Yes-Answer below, What was the person's name? the lanyard badge was turned inward, not able to read the name, person did not introduce self
Q8: Did the receptionist/staff person:	
Make eye contact with you?	Yes
Ask how he/she could help you?	Yes
Direct you to where you needed to go?	Yes
Q9: Please rate the receptionist/staff person on the following:	
Friendliness?	Excellent
How well he/she made me feel comfortable?	Excellent
Q10: Was there a Resource Center staff member present in the Resource Center?	No-SKIP TO Q16
Q11: Was the Resource Center staff member wearing a name badge?	<i>Respondent skipped this question</i>
Q12: Did the Resource Center staff member ask you to complete a sign-in sheet and/or register with the Customer Registration System (CRS)?	<i>Respondent skipped this question</i>
Q13: How long did you wait to get help after asking for it? (Count time only from when you indicated needing help.)	<i>Respondent skipped this question</i>
Q14: Please indicate whether the following statements are true about your interaction with the Resource Center staff member:	<i>Respondent skipped this question</i>
Q15: Please rate the Resource Center staff member on the following service attributes:	<i>Respondent skipped this question</i>

Mystery Shopper Questionnaire - 2016

Q16: After spending time in the Resource Center and using the services offered, please indicate how satisfied or dissatisfied you were with the following service aspects:

Information about job clubs?	Satisfied
Information about workshops?	Satisfied
How current printed resources such as newspapers, books, brochures, and magazines were?	Satisfied
How organized these resources were?	Satisfied
Staff's knowledge about these resources?	Satisfied
Staff's instruction for how to use office equipment?	Satisfied
Availability of staff for computer instruction?	Satisfied
Basic training provided on personal computers?	Satisfied
Staff's level of computer knowledge?	Very Satisfied
Length of wait-time to use a computer?	Very Satisfied

Q17: Please indicate whether you had access to the following office equipment while in the WorkForce Center (even if you didn't use them):

Telephone	Yes
Printer	Yes
Fax machine	Yes
Copy machine	Yes

Q18: Please rate the Resource Center on the following:

Visual appeal	Good
Welcoming environment	Good
How well it was organized	Good
Comprehensiveness of the Resource Center to serve as an office in which to conduct a job search	Good

Q19: Please rate how well the receptionist and Resource Center staff interacted with other customers overall:

Receptionist	Excellent
Resource Center staff	Not Applicable
Other staff?	Not Applicable

Q20: What was your overall impression of the WorkForce Center?

Good. Spacious Resource Room. Defined areas. Waiting chairs available. Had to walk across the Resource Room to arrive at the front Desk.

Mystery Shopper Questionnaire - 2016

Q21: What specifically was done well or impressed you? (Please list specific examples.)

The staff member that met with me (unknown what her position was) was friendly and professional. During the time I was there. She had a customer at each computer station. She showed patience and ability to assist with first time registrants, setting up an email, filing unemployment insurance and job searching. She wore a wireless telephone and answered incoming calls - and passed the call to appropriate staff. The entire time, she remained calm and helpful. Customers were patient in waiting for assistance. The staff person offered to have a resume critiqued by other staff for possible improvement suggestions.

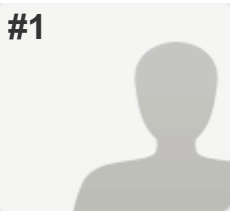
Q22: What could be considered opportunities for improvement? (Please list specific examples.)

Greeter/Receptionist station closer to the front entry door of the WFC. Update website handout, found websites that had changed. Use a photo of the entrance to the WFC on the 'driving directions' to the WFC. A side alley door to the building did not have signage on the door nor a directory of businesses inside. Not to leave the front desk area unattended, ask for staff assistance if too many customers need assistance at the same time.

Q23: Do you have anything else you'd like to add, including any clarifications of previous responses?

A second staff member came to the front desk, maybe 25 minutes after I arrived, noted a person in a waiting chair and asked if she needed help, then returned to the desk. The first staff that was helping all the customers acknowledged when someone needed help and followed up on the other's progress. Noted she had sat with the assist customers when more extensive assistance was needed and continued to explain steps or words in a calm and professional manner. Several of the customers were needing extra assistance due to limited English.

#1



COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, August 17, 2016 9:39:04 PM
Last Modified: Wednesday, August 17, 2016 9:50:27 PM
Time Spent: 00:11:23
IP Address: 96.42.242.161

PAGE 1

Q1: Name and location information

Your Name	Beth Christensen
Name of the WorkForce Center You Shopped	New Ulm WFC
Location of the WorkForce Center You Shopped	New Ulm
Date	08/17/2016
"Shopping" Start Time	10:14AM
"Shopping" End Time	12:00PM
Email Address	BethChristensen@WorkforceDevelopmentInc.Org

Q2: Upon arriving at the WorkForce Center, please indicate whether the following statements are true?

There is adequate parking near the building.	Yes
I easily located the suite or room in which the WorkForce Center is located.	Yes
There were visible signs that directed me to the WorkForce Center's entrance.	Yes
The WorkForce Center building was easy to find.	Yes
If your WorkForce Center was not easy to find, please indicate why. If you'd like to better explain any of your answers above, you may also do that here.	The WFC was easy to find- my directions let me right to it. The only challenge was crossing traffic- which wasn't a big deal. I got the last parking spot in the "main" parking lot but there was additional parking down a small hill.

Q3: Upon entering, was the reception area/information center welcoming? Yes

Q4: Was there a receptionist/staff person present? Yes

Q5: Did the receptionist/staff person greet you? Yes, immediately-SKIP TO Question 7

Q6: Why did the receptionist/staff person not immediately greet you? (Choose only one response) *Respondent skipped this question*

Q7: Was the receptionist/staff person wearing a name badge? No,
 What was the person's name?
 She wasn't wearing a name badge but I asked her name and it was Kelly.

Mystery Shopper Questionnaire - 2016

Q8: Did the receptionist/staff person:

Make eye contact with you?	Yes
Ask how he/she could help you?	Yes
Direct you to where you needed to go?	Yes

Q9: Please rate the receptionist/staff person on the following:

Friendliness?	Excellent
How well he/she made me feel comfortable?	Excellent

Q10: Was there a Resource Center staff member present in the Resource Center? Yes, and it was the same staffer who serves as the receptionist

Q11: Was the Resource Center staff member wearing a name badge? No

Q12: Did the Resource Center staff member ask you to complete a sign-in sheet and/or register with the Customer Registration System (CRS)? No

Q13: How long did you wait to get help after asking for it? (Count time only from when you indicated needing help.)

I was greeted as soon as I walked in the door which was nice. I talked to the receptionist and another woman who was at the counter. They were very friendly and Kelly (the receptionist) helped me get on the computer after we talked about the type of work I was looking for.

Q14: Please indicate whether the following statements are true about your interaction with the Resource Center staff member:

He/she encouraged me to register with MNWorks?	Yes
He/she gave me an overview of available services?	No
He/she followed up and asked if I had questions?	Yes

Mystery Shopper Questionnaire - 2016

Q15: Please rate the Resource Center staff member on the following service attributes:

Attentiveness?	Good
Availability?	Excellent
Courteousness?	Excellent
Friendliness?	Excellent
Helpfulness?	Excellent
Level of knowledge?	Good
Professional appearance?	Excellent
Professional behavior?	Excellent
How well he/she made me feel comfortable?	Excellent
How well he/she explained things in a clear manner?	Excellent
How well he/she treated me with respect?	Excellent
How well my question was answered?	Excellent

Q16: After spending time in the Resource Center and using the services offered, please indicate how satisfied or dissatisfied you were with the following service aspects:

Information about job clubs?	Dis-satisfied
Information about workshops?	Satisfied
How current printed resources such as newspapers, books, brochures, and magazines were?	Very Satisfied
How organized these resources were?	Very Dis-satisfied
Staff's knowledge about these resources?	Satisfied
Staff's instruction for how to use office equipment?	Satisfied
Availability of staff for computer instruction?	Satisfied
Basic training provided on personal computers?	Satisfied
Staff's level of computer knowledge?	Satisfied
Length of wait-time to use a computer?	Very Satisfied

Q17: Please indicate whether you had access to the following office equipment while in the WorkForce Center (even if you didn't use them):

Telephone	Yes
Printer	Yes
Fax machine	Yes
Copy machine	Yes

Mystery Shopper Questionnaire - 2016

Q18: Please rate the Resource Center on the following:

Visual appeal	Excellent
Welcoming environment	Excellent
How well it was organized	Poor
Comprehensiveness of the Resource Center to serve as an office in which to conduct a job search	Fair

Q19: Please rate how well the receptionist and Resource Center staff interacted with other customers overall:

Receptionist	Excellent
Resource Center staff	Excellent
Other staff?	Excellent

Q20: What was your overall impression of the WorkForce Center?

The people were wonderful, not only with me, but with other visitors as well. Some visitors were greeted by name and asked about specifics in their lives- I thought that was cool and would make someone feel really cared for. There was WAY too much info around though- it was a little chaotic.

Q21: What specifically was done well or impressed you? (Please list specific examples.)

The front desk staff greeted me right when I walked in and the other counselor? who was standing at the desk smiled and nodded when I asked questions as well. They were very attentive. I liked how they treated the other customers- knew their names, asked about their job search, etc. There was a question about an operating system (Firefox I think) and Kelly got on a computer to see if she could find an answer. They had music playing which I really like- it wasn't loud but it made it more relaxing. They had bins of free baby food which I thought was a cool outreach. The packets of information they gave me were clean and tidy (sometimes things start to look a little straggly when they've been copied numerous times :) but these looked great!)

Q22: What could be considered opportunities for improvement? (Please list specific examples.)

It was very cluttered. There was a TON of information everywhere and it was a little overwhelming. When I was sitting at the table filling out some papers I didn't have much room to do so- there were job leads and posters on the tables. I almost took an entire packet of "USPS Job Opportunities" with me because it got tangled up in my stuff! Whoops! No one had a name tag on- I struggle with this in my office too though so I can't really comment too much :)

Q23: Do you have anything else you'd like to add, including any clarifications of previous responses?

Respondent skipped this question
