

<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>5/14/2014</u>														
1 NU 8:35	Yes	Friend	MVAC	Help with utilities	No	No	10	DK	7	9	10	9	NA	Yes
2 NU 9:15	No	Utility company	MVAC	Assistance with utilities	No	Retired	10	10	9	10	10	9	NA	Yes
3 NU 9:30	No	Friend	VRS/Angela	Fill out papers	Maybe	No	10	8	10	10	10	10	DK	Yes
4 NU 10:15	No	Sister	Ryan & GED	Stopped in before GED class	Yes	No	10	9	9	10	9	9	10	Yes
5 NU 10:20	No	Dad	JS/Resource Room	Applying for jobs	Yes	Yes	10	10	10	10	10	10	10	Yes
6 NU 10:50	Yes	Drove By	MVAC	Assistance	Yes	No	10	10	6	10	10	10	10	Yes
7 NU 11:00	No	MFIP/County	Ryan	Job counselor	Just got hired!	Yes	10	10	10	10	10	10	NA	Yes
8 NU 11:20	Yes	New Ulm Shopper	ABE/Nicole	IPAD class	No	Yes	10	10	10	10	10	NA	NA	Yes
9 NU 11:30	No	County	Ryan	Planning for personal life	Yes	No	10	10	10	10	10	10	NA	Yes
10 NU 11:40	No	Drove By	Resource Room	Working on resume	Yes	No	8	9	9	10	10	10	8	Yes
11 NU 11:40	No	Friend	Resource Room	Looking for work	Yes	Yes	9	10	9	10	10	10	9	Yes
12 NU 12:10	No	Lives by WFC	Resource Area	Job search	Yes	No	10	10	10	10	10	10	9	Yes
13 NU 1:22	No	Social worker	MVAC	Job seeking	Yes	No	9	9	9	9	9	9	10	Yes
14 NU 2:28	No	County	Job Service	Appt with someone	No	Yes	10	10	10	10	10	10	10	Yes
15 NU 3:09	No	Boss	Job Service	Job seeking	Yes	No	9	9	9	10	10	10	10	Yes
Average							9.7	9.6	9.1	9.9	9.9	9.7	9.4	
3 individuals did not take the survey							9.5	9.5	9.4	9.9	9.9	9.7	7.8	

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<u>5/7/2014</u>														
1 FWFC 9:18	No	Always known	Dept of Labor	Info on employment law	Yes	Yes	10	DK	5	8	10	10	10	Yes
2 FWFC 9:38	No	Human Services	WFC	Help with resume/finding work	Yes	No	10	10	10	10	10	10	10	Yes
3 FWFC 10:01	No	Sister	Job Search	Job Search	Yes	No	10	10	9	10	10	10	10	Yes
4 FWFC 11:29	No	Unemployment	Dislocated worker	See Mary	Yes	No (volunteer	10	10	10	10	10	10	10	Yes
5 FWFC 11:35	No	Family services	?	Job Search	Yes	No	10	10	10	10	10	10	10	Yes
6 FWFC 11:39	No	Walk in	Work program	Work program	Yes	No	10	9	10	10	10	10	10	Yes
7 FWFC 11:50	No	Unemployment	Workforce	Find year round job	Yes	Yes (seasonal	9	10	8	10	10	10	10	Yes
8 FWFC 11:54	Yes	Google	?	Learn about programs	Yes	No	10	9	9	10	10	10	9	Yes
9 FWFC 11:59	No	UI	?	Resume copies	Yes	No	10	10	10	10	10	10	10	Yes
10 FWFC 12:46	No	Mother	Job Service	Send a fax	Yes	No	9	10	9	9	10	10	8	Yes
11 FWFC 1:02	No	Word of mouth	Job Service	Looking for work	Yes	No	7	6	3	8	9	7	5	Yes
12 FWFC 2:00	No	Signage	Job Ser	Look for work	Yes	No	10	10	10	10	10	10	10	Yes
13 FWFC 2:10	No	Friend	MVAC	Purchase shoes	Yes	Yes	9	9	9	10	10	8	10	Yes
14 FWFC 2:54	Yes	Moved here	Job Service	Look for job	Yes	No		10	10	10	10	10	10	Yes
15 FWFC 3:03	No	Parents	Job Service	Job seeking	Yes	No	8	9	6	9	10	8	10	Yes
16 FWFC 3:23	No	Word of mouth	Job Service - MFIP	Job searching	Yes	Yes-start tom	10	10	10	10	10	10	10	Yes
Average							9.5	9.5	8.6	9.6	9.9	9.5	9.5	
10 individuals did not take the survey							8.2	8.5	7.6	9.0	9.4	9.0	8.5	

<u>Site</u> <u>5/21/2014</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 Mkto 8:20	Yes	State	Seminar	Job search	Yes	No	8	8	6	8	8	8	8	Yes
2 Mkto 9:10	No	Lost job, came for UI	David	Resume review	Yes	No	10	10	10	10	10	10	10	Yes
3 Mkto 9:40	No	VA	VA	Voc Rehab	In School	No	10	10	10	10	10	10	10	Yes
4 Mkto 10:00	No	Friend	UI	UI	Yes	Yes	8	9	9	9	7	9	9	Yes
5 Mkto 10:20	No	Through a program in Hibbing	Job search on computer	computer	Yes	No	10	10	8	10	9	10	8	Yes
6 Mkto 10:30	Yes	Walked past	UI	Fax letters to UI	Yes	No	10	10	10	10	10	10	10	Yes
7 Mkto 10:33	No	Company closed and staff came to job	Dislocated workers	Talked to worker	Going to school	No	8	8	8	10	9	9	NA	Yes
8 Mkto 10:33	No	Laid off	Dislocated workers	Came along	Yes	No	7	8	7	10	9	8	NA	Yes
9 Mkto 10:45	Yes	UI	UI	UI	Yes	No	10	9	10	10	10	10	10	Yes
10 Mkto 10:55	No	Lisa told me to come here	VRS	Get enrolled	No	No	9	9	9	9	9	9	9	Yes
11 Mkto 11:20	No	Online	VA	School/education	No	No	10	10	10	10	10	10	NA	Yes
12 Mkto 12:00	Yes	Friend	Dislocated workers	Apply for program	Yes	Yes	10	10	10	10	10	10	10	Yes
13 Mkto 12:30	No	Passing through	Computers	Research for my business	No	Yes	10	10	10	10	10	8	10	Yes
14 Mkto 12:40	No	Come a lot	Computer	Computer, return application	Yes	No	10	10	10	10	10	10	10	Yes
15 Mkto 1:20	Yes	Knew of it	Front desk	Looking for work	Yes	No	8	5	5	3	10	5	2	No
16 Mkto 1:40	No	UI	UI	Get information	Yes, eventually (severance)	No	10	10	10	10	10	10	8	Yes
17 Mkto 2:02	No	School	?	School/education	No	Yes	9	9	9	10	5	9	9	Yes
18 Mkto 2:10	No	Known	?	Looking for job	Yes	No	10	10	6	10	10	10	10	Yes
19 Mkto 2:23	Yes	Friend	?	Jobs available	Yes	No	10	10	8	10	10	10	10	Yes
20 Mkto 3:07	No	Word of mouth	?	Resume	Yes	No	10	9	8	10	10	10	10	Yes
21 Mkto 3:13	No	Someone	Front desk	Guidance on training for a new career	Yes	No	9	8	7	10	10	10	8	Yes
22 Mkto 3:30	Yes	Walked by	?	Sales	No	Yes	7	7	6	5	5	6	NA	Yes
23 Mkto 3:57	Yes	UI	?	Receive assistance from MVAC	No	No	10	10	9	10	9	8	NA	Yes
Average							9.3	9.1	8.5	9.3	9.1	9.1	8.9	
20 individuals did not take the survey							9.1	8.9	8.7	9.6	9.5	9.2	9.1	

<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>
Help find a job	Help people	DK
Helpful	Hospitality, friendly	DK
Very helpful and caring	Very helpful, learn things	Nothing
Very helpful and answer questions	Helpful	DK
Helpful	Someone always there to help	DK
Assist you to help with what you need, not just say do this.	People are here to actually help	Training for jobs
Really helped reach goals	Started with youth program a few years ago and was hired at that job. All resources (programs).	DK
Useful knowledge	Nicole know how to teach it	Keep offering the class
Helpful	Informative	DK
Away from house/distractions	Computer/internet search	DK
Better than waiting for the newspaper	Availability	DK
Resources	Quiet working environment	Nothing
	Help with finding a job	Not sure
	Friendly	Can't think of anything
	Helpful setting up interviews	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>
		Allowing customers access to office equipment (do not need assistance) Spanish classes
Lots of information		
Given me self esteem	Someone here to help	-
Very helpful with job search	Nice and considerate staff	Sometimes short staffed
The staff go above and beyond!	Mary	Nothing
	The help	Keep doing things the same
They are helping me get a job	Kind staff	Have fans available
Plenty of jobs on the website	Follow up	Saturday mornings
Friendly, helpful	How helpful they are	No
	Very personable	Nothing
Plenty of resource for job seeking. Friendly environment and staff.	Easy to use	Nothing
Tell them they may not get a job, but may get a lead for a job.	Staff interaction and they help you out	Have all jobs on one website
For employment, very helpful	Courtesy	No
They help out a lot	Tammy is very nice	Telling what other services are available
Everything I needed to know was there	Within walking distance	Nothing
Always there to answer questions	Willingness to help you	Nothing
It's the best job center I've been to - WI can't compete	Laurie, Jill, Connie very helpful and helped me get a job	Few more computers
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

		Would like to be assigned to one staff person and have that person always attainable.
They help you	Listing of jobs. People are attainable.	
Good pointers for resume writing	Very happy with everything. Made me feel good about myself.	Not a thing
They have done everything I need them to do	I don't have to drive to the Twin Cities to work with VA	Make wireless passwords available
Good and helpful. Go beyond. Keep in touch	The lady helps you out - going beyond.	Nothing right now
Very focused - many opportunities & straight forward	On line job search	More paper apps available
They have jobs	Staff	None
Staff is helpful and willing to try	Resources we have	Availability
Staff is helpful	Resources	Communication
Very helpful and friendly	Nice friendly welcome	Not that I can think of
Convenient	All helpful	No
Already have	Professional and treat you well	Can't think of anything
Very helpful	First time - not sure, friendly and helpful	Can't think of anything
Customer service and resources	Open environment	More a personal welcome to assess needs
Good, they help you, refer you	So many available	Too warm in the office
Not that great (staff came out so he didn't elaborate)	Gets jobs	More openings for jobs
For UI or unemployed, I would refer them	Prompt and courteous	No idea
Help a lot of people with jobs and school	Know who you are and they care	More funding
Resources	Free	Nothing
Came in to apply for one job but go directed to a job fair for another job	Availability of staff	Can't think of anything
Confidence has increased since working with them	Personal touch	More resources for those not on UI
Lots of everything in one spot	They have time for you	More information on schooling
	Location	Move MVAC emergency services back down 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