

**Region Wide Participant Responses  
Citrus Levy Marion Regional Workforce Development Board November, 2009**

	Q-01	Q-02	Q-03	Q-04	Q-05	Q-06	Q-07	Q-08	Q-09	Q-10	Q-11	Q-12	Average
	9	8	8	10	10	9	10	9	9	10	10	Very nice and helpful.	9.27
	5	1	5	2	1	1	3	1	10	10	6		4.09
	10	10	10	10	10	10	10	10	10	10	10		10
	9	9	9	9	9	9	9	9	9	9	9		9
	10	10	10										10
	10	10	10										10
	2	2	5	3	2	4	5	5	5	5	5		3.91
	4	4	4	2	2	4	6	1	8	10	8		4.82
	10	10	10	10	10	10	10	10	10	10	10		10
	10	10	10										10
	9	9	9	9	9	9	9	9	9	9	9		9
	10	10	10	8	10	10	10	10	10	10	10		9.82
	10	10	10	10	10	10	10	10	10	10	10		10
	10	10	10	10	10	10	10	10	10	10	10	The instructors were commendable!	10
	10	10	10	10	10	10	10	10	10	10	10	Katherine Torro and Al Carter both went above and beyond the call of duty.	10
	10	9	10										9.67
	10	10	10	10	10	10	10	10	10	10	10		10
	8	8	8										8
	10	10	10	10	10	8	8	10	10	10	8		9.45
	10	10	10	10	10	10	10	10	10	10	10		10
	10	10	10	10	10	10	10	10	10	10	10		10
	10	10	10	10	10	10	10	10	10	10	10		10
	10	10	10	10	10								10
	10	10	10	10	10	10	10	10	10	10	10	I was very pleased with their services.	10
												I applied for unemployment online, but did not receive a call back. I	

	10	5	5	2	2	2	2	1	10	10	9	was forced to pursue the matter on my own. I sent several emails and made several attempts to make calls to the local office and finally was able to get through to someone that would help. It took several months for me to get any type of compensation.	5.27
	10	10	10	10	10	10	10	10	10	10	10		10
	10	10	10	10	10	10	10	10	10	10	10	This is the best career center I have ever been to.	10
	9	8	8	7	10	8	10	10	9	10	10		9
	10	10	10	10	10	10	10	10	10	10	10		10
	10	10	10	9	10	9	10		9	10	10		9.7
	5	5	5	5	5	5	5	5	5	5	5		5
	8	8	8	10	10	8	8	2	8	8	8		7.82
	8	9	8	9	9	8	9		8	9	9		8.6
	8	10	10	10	10	10	10	10	10	10	10		9.82
	10	10	10	10	10	10	10	10	10	10	10		10
	10	10	10	6	8	8	8		8	10	10		8.8
	10	10	10	10	10	10	10	10	10	10	10		10
	10	10	10										10
	10	10	10	10	10	10	10	10	10	10	10		10
<b>Average</b>	<b>9.1</b>	<b>8.88</b>	<b>9.05</b>	<b>8.56</b>	<b>8.74</b>	<b>8.55</b>	<b>8.85</b>	<b>8.4</b>	<b>9.3</b>	<b>9.55</b>	<b>9.27</b>		<b>9.03</b>
<b>Survey Count :40</b>													

**Region Wide Applicant Responses  
Citrus Levy Marion Regional Workforce Development Board November, 2009**

	Q-01	Q-02	Q-03	Q-04	Q-05	Q-06	Q-07	Q-08	Q-09	Q-10	Q-11	Q-12	Aver:
	6	7	7	7	7	7	7	5	7	7	7		6.73
	10	10	10	10	10	10	10	10	10	10	10		10
	10	10	10										10
	6	6	6										6
	7	4	5	8	5	7	8	7	8	10	8		7
	10	10	10	10	10	10	10	10	10	10	10	Great service!	10
	10	10	10	10	10	10	10	10	10	10	10	Very happy, and found a job.	10
	10	10	10										10
	10	10	8	10	10	10	10	10	10	10	10		9.82
	10	10	10	10	10	10	10	7	10	10	10		9.73
	5	5	5									Maybe more helpful, more concern	5
	10	10	10	10	10	10	10	10	10	10	10		10
	10	10	10	10	10	10	10	10	10	10	10		10
	8	8	8	8	8	8	8	8	8	8	8		8
	10	10	10	10	10	10	10	10	10	10	10		10
	10	10	10	10	10	10	10	10	10	10	10		10
	8	8	8	8	8	8	8	8	8	8	8		8
	6	5	5									I did not know what to expect. The workforce was not communicating very well.	5.33
	5	4	4	7	6	6	7	6	7	8	8	My experience in Leesburg was comparatively better than my experience in Ocala. Ocala didn't have as many resources. (2005). I would say that their resources now are better today than they were awhile back...the	6.18

												staff..equipment have all improved since then.	
	1	5	5	5	5	8	8	5	5	9	5		5.55
	9	9	9	8	8	8	8	6	8	8	8		8.09
	10	10	10	10	10	10	10	10	10	10	10		10
	10	10	10	10	10	10	10	10	10	10	10		10
	8	8	8	8	8	8	8	7	8	8	8		7.91
	8	8	8	8	8	8	8	8	8	8	8		8
	5	5	5	5	5	5	5	5	5	5	5		5
	10	10	10	10	10	10	10	10	10	10	10		10
	8	7	8	6	9	9	9	6	9	9		Initially, it took 2 months for them to setup an appointment to use the services. After pushing to find out the services Workforce provides, I was able to received the services I needed. The staff is busy and so overwhelmed that the people using the services don't know what services are available.	8
	7	5	5	7	8	4	9	1	8	9	9	There should be a guide that tells you available services and materials.	6.55
	10	10	10	8	10	10	9	5	7	10	10		9
	10	9	10	10	10	9	10	10	10	10	10	Workfore really did a good job.	9.82
	10	10	10	10	10	10	10	10	10	10	10		10
	10	10	10	10	10	10	10	10	10	10	10		10
	10	9	10	10	10	10	10	10	10	10	10		9.91
	10	10	10										10
	10	10	10	10	10	10	10	10	10	10	10		10

												John LaMela, employment consultant, was not very helpful. He did not know what Pathways. He was advising me about him being an entrepreneur. He was not familiar with the programs offered by Workforce. He asked me and another guy name Sam to complete a survey about him before we spoke with him. I just left because I was so frustrated that he was talking about himself when I was trying to find a job.	4
	5	2	4	6	6	4	7	1	4	4	1		
	1	1	1	1	1	1	1	1	1	1	1		1
	10	10	10	10	10	10	10	10	10	10	10		10
												I check the website everyday. There are job with star by them that are sponsored by Workforce. A lot of those jobs seems bogus. A lot of the jobs don't have information or not a lot of information. There seem to be scams. Websites could	

												be more user friendly like the website Indeed (Job search website). It's scary having to give your drivers license, date of birth, and social security number to these jobs. Workforce should check these jobs to make sure they are legitimate jobs. Also, the classes offered should be offered in a timely manner. Welding class that last 40 weeks. That's a little long when you are limited in collecting unemployment and have to be looking for jobs.	
	7	7	8	7	8	8	8	6	10	10	10		8.09
	8	8	8	8	8	8	8	8	8	8	8	I am currently working.	8
	10	8	10	10	10	10	10	10	10	10	10	More staff	9.82
	8	9	8	8	8	8	8	8	8	10	10		8.45
	8	8	7	8	8	8	8	8	9	9	8		8.09
<b>Average</b>	<b>8.27</b>	<b>8.07</b>	<b>8.18</b>	<b>8.45</b>	<b>8.53</b>	<b>8.47</b>	<b>8.74</b>	<b>7.84</b>	<b>8.5</b>	<b>8.92</b>	<b>8.66</b>		<b>8.41</b>
<b>Survey Count :44</b>													