

**Region Wide Participant Responses  
Citrus Levy Marion Regional Workforce Development Board February, 2010**

	Q-01	Q-02	Q-03	Q-04	Q-05	Q-06	Q-07	Q-08	Q-09	Q-10	Q-11	Q-12
	10	10	10	10	10	10	10	5	10	10	10	
	10	10	9	9	9	9	9	7	9	9	9	
	4	6	5	4	4	3	2	4	10	10	5	The information given was often incomplete or wrong. My case worker continuously gave me incorrect information, with impunity.
	6	6	10	10	10	10	10	10	10	10	10	
	8	8	8	8	9	10	10		10	10	10	
	10	10	10	10	10	10	10	10	10	10	10	My case worker was amazingly on top of things.
	8	8	8	6	6	6		4	8	8	8	
	8	8	7	8	8	9	9	8	8	10	10	
	10	10	10	10	10	10	10	10	10	10	10	The receptionist/frontdesk lady was very helpful. Cathy Roach was wonderful. I would suggest an employflorida website tutorial.
	10	10	10	10	10	10	10	10	10	10	10	
	3	1	4	1	10	5	9		10	8	8	They haven't helped me get a job. There is no work in Ocala.
	10	10	10	10	10	10	10	10	10	10	10	
	8	7	7	8	9	7	8	6	8	10	8	
	1	1	1	1	1	1	1	1	1	1	1	The supervisor was rude, uninformative, and not helpful.
	10	10	10	10	10	10	10	10	10	10	10	
	7	7	7	3	4	7	8	6	4	8	8	They need to follow up more with people that they help.
	9	9	9	9	9	9	9	9	9	9	9	
	10	10	10	10	10	10	10	10	10	10	10	They were very helpful!
	9	8	5	7	8	8	8	8	8	9	8	
	7	7	7	7	7	7	7	7	7	7	7	

	10	10	10	9	9	9	9	9	9	9	9	
	4	2	3									
<b>Average</b>	<b>7.82</b>	<b>7.64</b>	<b>7.73</b>	<b>7.62</b>	<b>8.24</b>	<b>8.1</b>	<b>8.45</b>	<b>7.58</b>	<b>8.62</b>	<b>8.95</b>	<b>8.57</b>	
<b>Survey Count :22</b>												

**Region Wide Applicant Responses  
Citrus Levy Marion Regional Workforce Development Board February, 2010**

	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
	10	10	10	10	10	10	10	10	10	10	10		10
	3	3	3	3	3	3	3	3	3	3	3		3
	10	10	10	10	10	10	10	10	10	10	10		10
	10	10	10	10	10	10	10	10	10	10	10		10
	7	7	4	4	5	4	2	4	7	9	3	I think there should be a easier way to find out more about different programs.	5.09
	10	5	7	10	10	10	10	10	10	10	10		9.27
	10	10	10	10	10	10	10	10	10	10	10		10
	10	10	10	10	10	10	10	10	10	10	10		10
	1	1	1	1	2	1	1	1	1	1	1	I feel Workforce should treat people with respect and they should hire professional people with at least an associates degree in public administration.	1.09
	8	8	8	10	10	10	10	10	10	10			9.4
	10	8	10	10	10	10	10	10	10	10	10		9.82
	10	10	10										10
	8	8	8	10	10	8	10	8	10	10	10		9.09
	9	9	9	9	9	9	9	9	9	9	9		9
	10	10	10	10	10	10	10	8	10	10	10		9.82
	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
	7	7	7	7	7	7	7	7	7	7	7		7
												Workforce has great people. My only issue is the lack of communication. I received a call from Workforce at	

	7	8	8	7	7	7	7	7	4	10	10	3:00 PM one day and I was asked to bring my resume in by 5:00 PM. It took them almost a month and a half before I heard back from them. After then, I haven't heard anything thing else from them at all.	7.45
	8	8	8	8	8	8	8	8	8	8	8		8
	10	10	10	10	10	10	10	4	10	10	10		9.45
	8	8	10	8	7	9	9	9	9	10	10		8.82
	10	10	10	10	10	10	10	8	10	10	10		9.82
	10	10	10	10	10	10	10	10	10	10	10	Everyone there was very pleasant.	10
	10	9	10	10	10	10	10	8	10	10			9.7
	10	8	9	10	10	10	10	9	9	10	10	The workforce helped me with my resume by fine tuning it.	9.55
	10	1	1										4
	6	6	6	6	6	6	6	6	6	6	6		6
	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
	5	8	4	10	9	9	9	6	4	8	8		7.27
	9	9	9	9	9	9	9	5	3	9	9	I think they need more staff! They should make it more clear the services that the center provides.	8.09
	10	8	7	10	10	10	10		10	10	10		9.5
	10	10	10	10	10	10	10	10	10	10	10		10
	3	3	3									There is no call backs for unemployment claims, and I've been waiting.	3
	10	10	10	10	9	10	10	10	10	10	10		9.91

	9	9	10	9	10	10	10	9	10	9	10	The lady who assisted me at Workforce was extremely helpful. She was friendly and she did everything she can to make the best out of a bad situation. I highly recommend the services.	9.55
<b>Average</b>	<b>8.56</b>	<b>8.13</b>	<b>8.15</b>	<b>8.81</b>	<b>8.81</b>	<b>8.78</b>	<b>8.78</b>	<b>8.09</b>	<b>8.5</b>	<b>9.03</b>	<b>8.82</b>		<b>8.58</b>
<b>Survey Count :39</b>													

**Region Wide Applicant Responses (Both Services)  
Citrus Levy Marion Regional Workforce Development Board February, 2010**

	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
	3	3	3	3	3	3	3	3	3	3	3	3	3
	10	5	7	10	10	10	10	10	10	10	10	10	9.27
	10	10	10	10	10	10	10	8	10	10	10	10	9.82
	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	8
	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	8
	6	6	6	6	6	6	6	6	6	6	6	6	6
	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	9	10	10	10	10	10	10	10	9.91
<b>Average</b>	<b>8.64</b>	<b>8.18</b>	<b>8.36</b>	<b>8.64</b>	<b>8.55</b>	<b>8.64</b>	<b>8.64</b>	<b>8.45</b>	<b>8.64</b>	<b>8.64</b>	<b>8.64</b>	<b>8.64</b>	<b>8.55</b>
<b>Survey Count :11</b>													