

**Region Wide Participant Responses  
Citrus Levy Marion Regional Workforce Development Board June, 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	Avera
	8	8	8	8	10	10	8	6	8	8	8		8.18
	3	4	4	3	3	3	3	1	3	8	1		3.27
	10	10	10	10	9	9	9	9	8	10	8		9.27
	8	8	8	9	9	10	10	8	10	10	10		9.09
	6	7	7	7	4	6	5	1	1	2	5	They were extremely rude numerous times. I was switched back and forth between people, even though the initial person I spoke with said she would see me the whole way through.	4.64
	10	9	9	9	9	9	9	9	9	9	9		9.09
	8	8	8	5	5	9	6	3	9	10	10		7.36
	10	10	10	10	10	10	10	10	10	10	10		10
	10	10	10	8	10	8	10	10	10	10	10	I think they need to talk more about and explain more about the various classes and training available to jobseekers.	9.64
	10	10	10	10	10	10	10	10	10	10	10	There should be one certification of all Florida Workforce Boards.	10
	10	10	10	8	9	9	10	10	10	10	9		9.55
	10	10	10	10	10	10	10	9	10	10	10		9.91
	10	10	9	10	10	8	7	10	10	10	10	They taught me how to do a resume and post it online. I am very grateful,	9.45

												because that is how I got my job.	
	10	10	10	8	7	8	10	4	8	10	10		8.64
	8	8	6	5	8	8	10	8	6	8	6	The time required to process grants should be more prompt. Because I waited so long I had to take a class required later in the program. This through me off with my classes. Workforce needs to speed up the time to process grants.	7.36
	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	8	10	7	10	10	10	10	10	10	10	Workforce exceeded my expectations. They sent me to school and after I graduated I was able to get a job with Workforce. I see no the job that Workforce exceeds the expectation of other people as well. I feel that Workforce don't get a lot of exposure. They should advertise to let people know about the services they offer.	9.55
												Terry Genter	

	10	10	10	10	10	10	10	10	10	10	10	went way out of his way to help me out. He did a very good job in helping me out and following through. He helped me get off my feet and out of unemployment.	10
	10	10	10	10	10	10	10	10	10	10	10		10
	8	7	7	9	8	6	10	5	8	10	8	I think that all of the employees there deserve praise.	7.82
	9	9	9	9	9	8	8	9	9	9	10		8.91
	10	10	10	10	10	10	10	10	10	10	10		10
	10	10	10	10		10	10	10	10	10	10		10
	9	9	9	10	10	10	10	10	10	10	10		9.73
	10	10	10	8	8	10	10	8	10	10	10	I was able to completed the CNA program through Workforce. Now I want to step it up and go back to school for the LPN but Workforce don't provide funding for me to do that.	9.45
	10	9	10	10			10	9	10	10	10	They did a great job.	9.78
	10	10	10	10	10	10	10	10	10	10	10		10
	7	7	5	7	7	7	7	3	7	10	10		7
	10	10	10	10	10	10	10	10	10	10	10		10
	9	9	8	10	10	10	10	10	10	10	10		9.64
	8	8	8	8	8	8	8	8	8	8	8		8
<b>Average</b>	<b>9.09</b>	<b>9</b>	<b>8.91</b>	<b>8.69</b>	<b>8.77</b>	<b>8.9</b>	<b>9.06</b>	<b>8.13</b>	<b>8.88</b>	<b>9.44</b>	<b>9.13</b>		<b>8.92</b>
<b>Survey Count :32</b>													

**Region Wide Applicant Responses  
Citrus Levy Marion Regional Workforce Development Board June, 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
	7	5	3	1	7	5	7	4	7	7	8		5.55
	5	4	4	4	6	4	6	1	10	10	9		5.73
	8	8	9	9	9	9	10	8	9	10			8.9
	9	9	9	10	10	10	10		9	10	10		9.6
	10	9	10	10	10	10	10	8	7	10	10	I wanted to apply for computer course, I wanted to reschedule and I did not get a returned call when I left a message.	9.45
	8	10	10	8	8	10	9	10	9	10	10	Regarding the grant process, the the turn around time is very slow. I have not gotten any response if I was approved for the grant or not and would like to have that issue addressed.	9.27
	10	10	10	7	10	7	10	8	10	10	8		9.09
	8	9	9	9	9	9	9	9	9	9	9		8.91
	9	9	7	10	10	10	9	9	8	10	10		9.18
	4	2	2	6	6	2	8		10	10		There should be more human interaction to help those lacking in computer skills.	5.56
	10	10	10	10	10	10	10	10	10	10	10		10

	6	8	6	4	6	6	5	6	7	10	7		6.45
	10	9	9	10	10	10	9	8	9	10	10		9.45
	10	10	10	10	10	10	10	10	10	10	10		10
	4	4	4	5	5	6	6	3	8	10	10		5.91
	10	10	10	10	10	10	10	10	10	10	10		10
	10	10	10	10	10	10	10	10	10	10	10		10
	3	3	3	4	5	4	2	2	1	7	4	The staff should be properly trained and it would have not taken so long to get me assistance. They continued to request additional information; and promised me that jobs were available and when they finally got all of the documents they could not help me to find employment.	3.45
	10	10	10	9	9	10	10	9	10	10	10	Great program	9.73
	8	8	9	3	7	7	10	10	8	10	10	Workforce should be open on Saturdays.	8.18
	10	10	10	10	10	10	10	10	10	10	10	It is very helpful.	10
	1	1	1	1	1	1	1	1	1	1	1	I suggest that you put people to work in this office who are willing to help other people find	1

												jobs and other services.	
	1	1	1	1	1	1	1	1	1	1	1		1
	8	8	8	6	8	8	8	8	8	8	6		7.64
	5	5	5										5
	8	8	8	10	9	9	9	5	10	10	9		8.64
	8	8	5	6	6	6	8	7	7	7	6		6.73
	10	10	10	10	10	10	10	10	10	10	10	They should have more workers in the office for customer service.	10
	8	8	8	8	10	10	7	9	10	10	7		8.64
	5	5	5	5	5	5	5	5	5	5	5		5
	7	5	6	6	5	6	6	6	5	8	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
	5	5	5	3	3							The workers at the center were unresponsive and ambivalent about their "clients."	4.2
	10	10	10	10	10	10	10	10	10	10	10	I was very pleased with the services.	10
	10	2	2	2	2	2	2		1	2	2		2.7
	10	10	10	5	10	5	10	10	10	10	10	They [Workforce Connection Ocala] should be more informative to people who are indigent about special programs which assist them in finding jobs.	9.09
	10	10	10	8	10	10	10	10	10	10	10		9.82
	10	10	8	6	10	10	8	5	7	10	10		8.55

<b>Average</b>	<b>7.88</b>	<b>7.58</b>	<b>7.4</b>	<b>7.08</b>	<b>7.87</b>	<b>7.68</b>	<b>8.03</b>	<b>7.49</b>	<b>8.05</b>	<b>8.82</b>	<b>8.28</b>		<b>7.83</b>
<b>Survey Count :40</b>													

**Region Wide Applicant Responses (Both Services)  
Citrus Levy Marion Regional Workforce Development Board June, 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
	5	5	5	3	3							The workers at the center were unresponsive and ambivalent about their "clients."	4.2
	10	10	8	6	10	10	8	5	7	10	10		8.55
	10	10	10	10	10	10	10	10	10	10	10		10
	4	4	4	5	5	6	6	3	8	10	10		5.91
	10	10	10	10	10	10	10	10	10	10	10		10
	10	10	10	9	9	10	10	9	10	10	10	Great program	9.73
	7	5	3	1	7	5	7	4	7	7	8		5.55
	10	10	10	7	10	7	10	8	10	10	8		9.09
	8	8	9	3	7	7	10	10	8	10	10	Workforce should be open on Saturdays.	8.18
	1	1	1	1	1	1	1	1	1	1	1	I suggest that you put people to work in this office who are willing to help other people find jobs and other services.	1
	1	1	1	1	1	1	1	1	1	1	1		1
<b>Average</b>	<b>6.91</b>	<b>6.73</b>	<b>6.45</b>	<b>5.09</b>	<b>6.64</b>	<b>6.7</b>	<b>7.3</b>	<b>6.1</b>	<b>7.2</b>	<b>7.9</b>	<b>7.8</b>		<b>6.78</b>
<b>Survey Count :11</b>													