

**Region Wide Employer Responses
Citrus Levy Marion Regional Workforce Development Board June, 2009**

	Q-01	Q-02	Q-03	Q-04	Q-05	Q-06	Q-07	Q-08	Q-09	Q-10	Average
	10	9	9	8	9	9	9		9		9
	10	9	8	10	10	9	10	10	10		9.56
	10	8	9	10	10	8	9	9	10		9.22
	4	4	4	6	5	2	4		7	I aksed for specific applications with specific certitfactions, but they just sent us everything.	4.5
	9	9	9								9
	10	10	10	10	10		10		10	Everybody I have worked with was amazing.	10
Average	8.83	8.17	8.17	8.8	8.8	7	8.4	9.5	9.2		8.5
Survey Count :6											

**Region Wide Participant Responses
Citrus Levy Marion Regional Workforce Development Board June, 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
	8	7	5	5	5	6	6	6	6	6	8		6.18
	10	10	10	10	10	10	10	10	10	10	10		10
	6	7	7	2	5	8	8	8	6	10	8	Maybe if they could contact us more and find some more jobs.	6.82
	7	7	7	7	7	7	7	7	7	7	7		7
	9	9	9	9	9	9	8	9	10	9	8	Great service!	8.91
	8	10	10	10	10	10	10	10	10	10	8		9.64
	7	8	7	7	9	7	10	7	7	10	7		7.82
	10	10	10										10
	2	1	1	3	2	2	2	2	3	10	6	I'm working now, but not thanks to Workforce.	3.09
	10	10	9	10	10	10	10	10	10	10	10	They were great. I was able to get a job. No one else could find me anything. I went into workforce one day and had a job the next day. They were great.	9.91
	9	9	10	8	8	9	9	8	8	10	10		8.91
	10	10	10	5									8.75
	8	8	8	9	9	9	8	8	9	9	9	Work force did a good job. The staff works hard and they are under a lot of stress. My only complaint is	8.55

												that the phone answering system can be improved.	
	4	4	4	4									4
	10	10	10	10	10	10	10	10	10	10	10	I was pleased with everything.	10
	9	9	9	9	9	9	9	9	9	9	9		9
	8	8	8	8	8	8	8	8	8	8	8		8
	10	10	10	10	10	10	10	10	10	10	10	It was a great experience, and I would recommend anyone to them.	10
	10	10	10	10	10	10	10	10	10	10	10	I liked everything. It was great.	10
	10	10	10	10	10	10	10		10	10	10	Carol Cadidycok was really helpful.	10
	10	10	10	10	7	10	10		8	10	10		9.5
	9	9	9										9
	10	10	8	8	1	10	10	10	10	10	10		8.82
	8	8	9	4	8	7	8		8	9	9		7.8
	10	10	10	10	10	10	10	10	10	10	10		10
Average	8.48	8.56	8.4	7.74	7.95	8.62	8.71	8.44	8.52	9.38	8.9		8.51
Survey Count :25													

**Region Wide Applicant Responses
Citrus Levy Marion Regional Workforce Development Board June, 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	9	9	7		8	8		8	8	9	Jobs are very limited and they don't have good options for my occupation.	8.33
	10	10	10	10	10	10	10		5	10	10		9.5
	1	1	1	1	1	1	1	1	1	1	1		1
	7	7	5	7	9	7	9	7	8	9	8	They need to re open their branch over near crystal river because the drive is so long to this current one. That entire community near crystal river needs it.	7.55
	8	6	5	7	7	8	10	5	8	10	10		7.64
	8	9	7										8
	6	7	6	8	8	7	7	7	8	8	8		7.27
	10	10	10	10	10	10	10	10	10	10	10	Everybody was nice, professional, courteous, and wonderful, including you Shayla. It was a wonderful experience.	10
	3	2	1	1	5	5	3	1	9	10	5	Hard to obtain contact information for jobs through the website. They give you bits and pieces of contact information for each job leaving you to do the	4.09

												research on your own.	
	10	10	10	10	10	10	10	10	10	10	10	Everything was great	10
	1	1	2	2	2	2	2	2	2	2	2	The lady at the front desk was nice, but Kim was supposed to get in touch with me, it has been two weeks and I haven't heard anything back.	1.82
	7	7	7	5	10	8	10		5	6	6		7.1
	8	8	8	8	8	8	8	8	8	8	8	I really need a job.	8
	7	7	6	5	6	7	7	6	4	7	7	They need to hire more people because they cannot keep up with all the unemployment claimants	6.27
	10	10	10										10
	10	10	10	10	10	10	10	10	10	10	10	The lady whom I spoke with at the center was awesome!!	10
	10	10	10	9	10	10	10	9	10	10	10		9.82
	3	3	5	2	1	4	8	1	7	10	3		4.27
	5	3	3	3	5	5	2	2	7	9	7	I was not happy at all with the services I received at the One Stop Workforce Connection in Ocala. I've use other Workforce offices and they were excellent. I feel the staff at the One Stop	4.64

												Workforce Connection needs more training and they can use more staff.	
	8	7	7	8	8	8	9		9	9	9	Workforce could use more staff to assist the clients better. They could use better staff to assist the clients who are professionals. Also, they should give more personal attention to the people using the services. Finally, they should open on Saturdays from 9:00 AM - 2:00 PM to help those who can't get off from work.	8.2
	10	8	8	9	9	8	8	7	5	8	8	I felt they had a helpful staff	8
	1	1	1	1	1	1	1	1	1	1	1	I was completely dissatisfied, I want am so upset about my experience that I want to speak to a higher government official like Obama and Governor Christ.	1
												They need to step it up, and be more	

	7	10	10	5	5	5	6	5	5	8	4	helpful, and get their computers fixed. They need more computers for us. Their system needs to be fixed up.	6.36
	10	10	10	10	10	10	10	10	10	10	10		10
	7	8	8	9	10	9	9	8	8	8	8	Workforce is a good thing to have for the unemployed and those looking for jobs.	8.36
	7	7	7	7	7	6	7	5	7	8	8	Trying to call in is impossible. Also, navigating the website was difficult.	6.91
	10	9	10	10	10	10	10	10	10	10	10	It was nice that Workforce had a fax machine and computers for me to use. They helped me find work. The classes were excellent they motivated me to want to take some computer classes.	9.91
	10	9	9										9.33
	9	10	10	10	10	10	10	10	10	8	8	The phone line is always busy.	9.55
	10	10	10	10	10	10	10	10	10	10	10		10
												Everyone I have worked with has been very helpful	

	10	10	10	10	10	10	10	10	10	10	10	10	but Lisa Miller is the best employee I have worked with.	10
	7	7	7											7
Average	7.47	7.38	7.25	6.93	7.48	7.39	7.68	6.46	7.32	8.14	7.5			7.37
Survey Count :32														

**Region Wide Applicant Responses (Both Services)
Citrus Levy Marion Regional Workforce Development Board June, 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
	1	1	1	1	1	1	1	1	1	1	1		1
	8	8	8	8	8	8	8	8	8	8	8	I really need a job.	8
	5	3	3	3	5	5	2	2	7	9	7	I was not happy at all with the services I received at the One Stop Workforce Connection in Ocala. I've use other Workforce offices and they were excellent. I feel the staff at the One Stop Workforce Connection needs more training and they can use more staff.	4.64
	10	10	10	10	10	10	10	10	10	10	10		10
	7	8	8	9	10	9	9	8	8	8	8	Workforce is a good thing to have for the unemployed and those looking for jobs.	8.36
	10	9	9										9.33
	10	10	10	10	10	10	10	10	10	10	10	Everyone I have worked with has been very helpful but Lisa Miller is the best	10

												employee I have worked with.	
Average	7.29	7	7	6.83	7.33	7.17	6.67	6.5	7.33	7.67	7.33		7.1
Survey Count :7													