

# ANNUAL SURVEY Job Seeker/Business

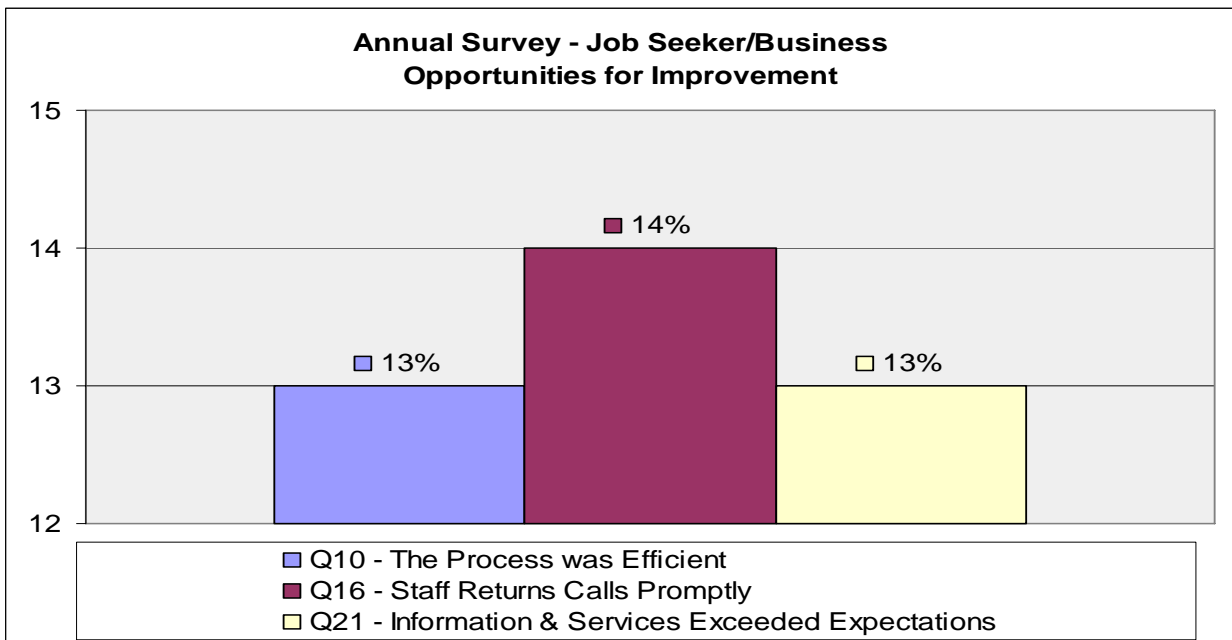
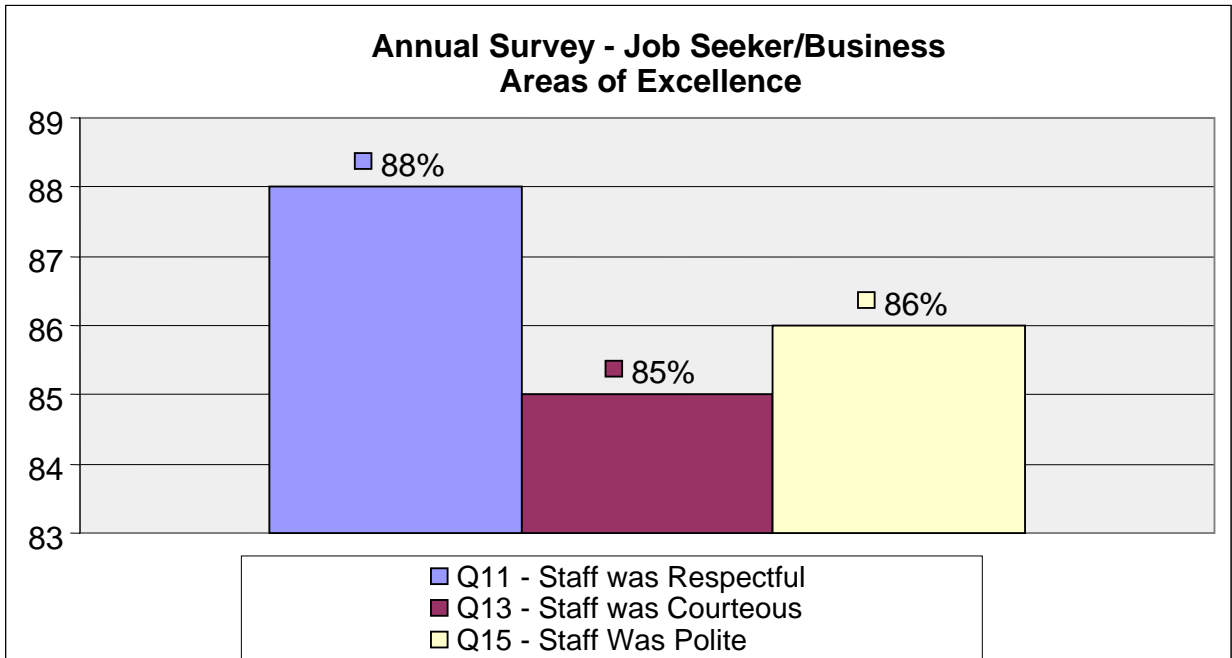
## Executive Summary

June 10, 2008

**The Information and Analysis** team was chartered to conduct the first annual Job Seeker and Business customer satisfaction survey for the organization. This survey will be conducted annually beginning May 2008 and then again in May 2009. This survey is meant to provide information on where the organization is excelling and areas that provide opportunities for improvement.

The annual survey evaluates job seeker and/or business satisfaction on a series of twenty-one indicators. An open ended comment area is also on this current survey. A random sample of job seekers and businesses were surveyed via a mail out survey. The surveys were mailed out with a link to an on-line survey as well as a pre-paid return envelope for those who responded to the survey via paper. In total, one hundred twenty two (122) surveys were returned, for a response rate of nine point three percent (9.3%). To be counted in the 2007 report, respondents were instructed to complete the survey by May 20, 2008. After 5:00 p.m., on May 20, 2008 the survey was closed and did not allow for further responses. The total figures and the percentages found in the charts are based on a total of one hundred twenty two (122) respondents.

Of those that responded three (3) areas of excellence were determined by combining strongly agree and agree. The three (3) key indicators established for areas of excellence were, *Staff was Respectful*, *Staff was Courteous* and *Staff was Polite*. Of those that responded three (3) areas that provide opportunity for improvement were determined by combining strongly disagree and disagree. Three (3) key indicators established areas as opportunities for improvement were, *The Process was Efficient*, *Staff Returns Calls Promptly* and *The Information and Services Exceeded my Expectations*. The response rate is high enough to establish the validity of results and therefore it is recommended to make investments in areas identified for improvement.



#### Key

##### Graph 1

Percentage Scores represent the combined categories for **Strongly Agree** and **Agree**.

*Example:* Question 11 - 88% of those surveyed Strongly Agreed or Agreed with this statement.

##### Graph 2

Percentage Scores represent the combined categories for **Strongly Disagree** and **Disagree**.

*Example:* Question 10 - 13% of those surveyed Strongly Disagreed or Disagreed with this statement.