

## BUSINESS COMMENT CARD RESULTS REPORT

*For the Period:*

*January 1, 2007 through December 31, 2007*

**Prepared by:**

**Information & Analysis Team**

**February 11, 2008**

This report reflects the analysis of raw data generated through the One Stop Comment Card System during the period beginning January 1, 2007 through December 31, 2007. This report covers the calendar year for 2007.

This report is a result of the recommendation in the Integration Report conducted by Strumpf Associates to create an information and analysis system to collect customer feedback as a mechanism to creating a common organizational culture across all partners. Comment cards are a method used to collect 'just in time' information, meaning to obtain information from a customer about their perceptions of the service immediately at the end of the service interaction.

- The period examined in this report reflects the data collected from Business Comment Cards during the above referenced week. During this period, for all sites, there were a total of **189** Comment Cards completed.

### ***Process Owner***

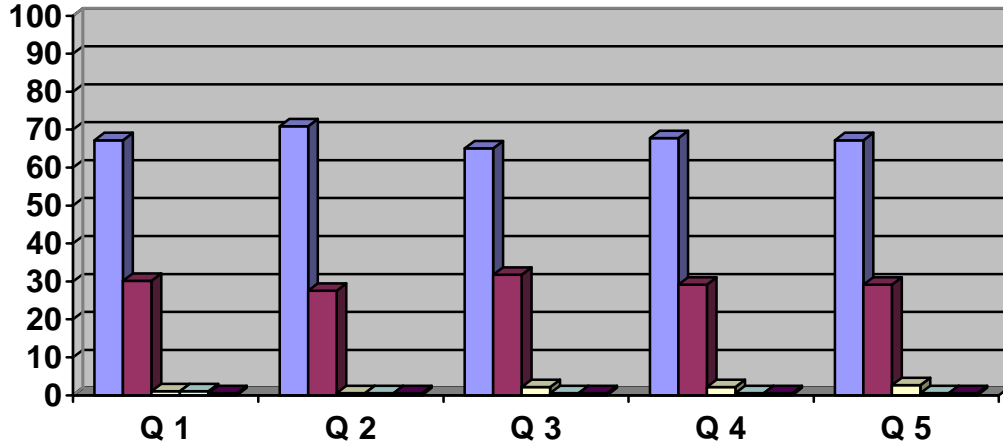
The CQI Teams are the process owners of the data. It will be their job to take the comment card reports generated by the information and analysis team and use it to make improvements. There are two reports attached, one report for CQI team use only that includes the names of staff identified negatively in the comments. It is identified as '***with names***' in document title. The second report, identified as '***without names***' in the document title is for public use and the CQI team. In that report, the names of the negatively identified staff members have been removed. ***As team leaders, it is your responsibility to distribute the appropriate report to your team members.***

## DATA REPORT

**Special notices:**

1. All questions, 1 thru 9, are reported in percents.
2. The numbers may not add to 100% due to rounding, or respondents not answering all survey questions during the period being examined.

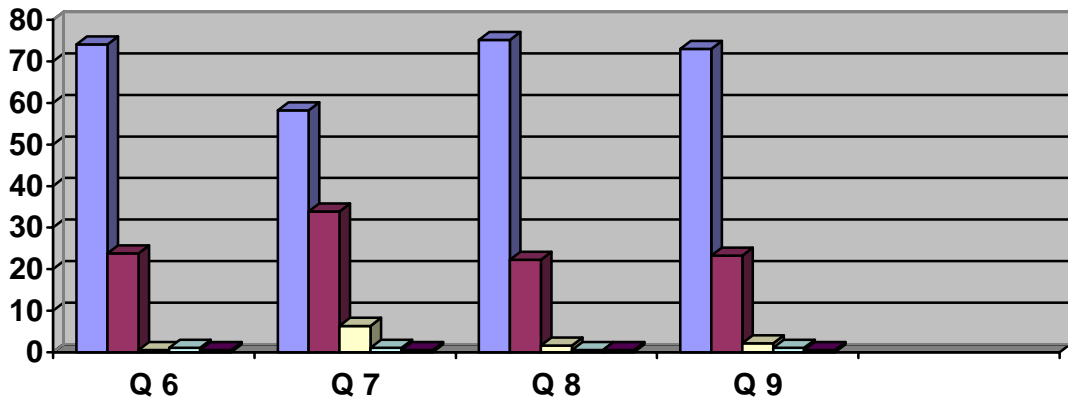
Strongly Agree
  Agree
  Disagree
  Strongly Disagree
  Non Response



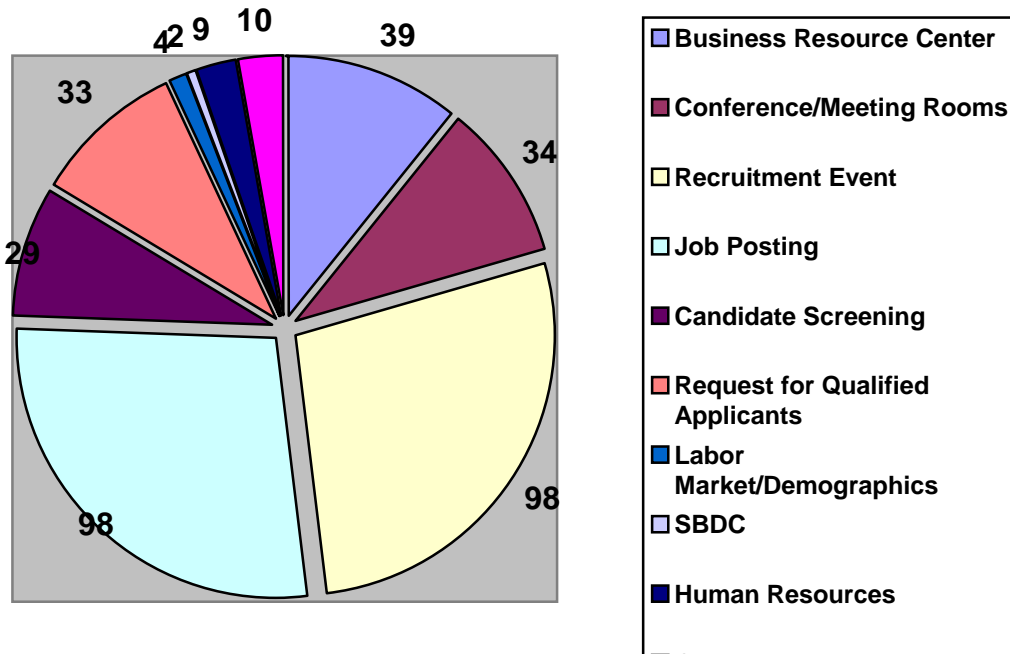
Q1 – Received information quickly  
 Q2 – Staff was helpful  
 Q3 – Staff interacted with me  
 Q4 – Commitments made were kept  
 Q5 – Process was efficient  
 Q6 – Demonstrated good customer service

Q7 – Info. & services exceeded expectation  
 Q8 – I will use the center again  
 Q9 – Overall satisfaction

Strongly Agree
  Agree
  Disagree
  Strongly Disagree
  Non Response



**Question 10: The resources or services I used today were:**



**“Other” Category Comments:**

WDC	Job Fair Indio
Unemployment Dept	Job Fair
Temecula Job Fair	Job Fair
Internet	Career Fair
ETP Training	

*(Question specific “Other” commentary is listed here and if it is directly related to one of the categories referenced in Q 10 – facilities, staff, tools & equipment, process, etc. – are also highlighted and listed in the appropriate category)*

**Q11: Which best describes your company?**

