

**CAREER RESOURCE AREA
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 Career Resource Area Comment Cards during the above referenced week. During this period, for all sites, there were a total of **1,724** Comment Cards completed.

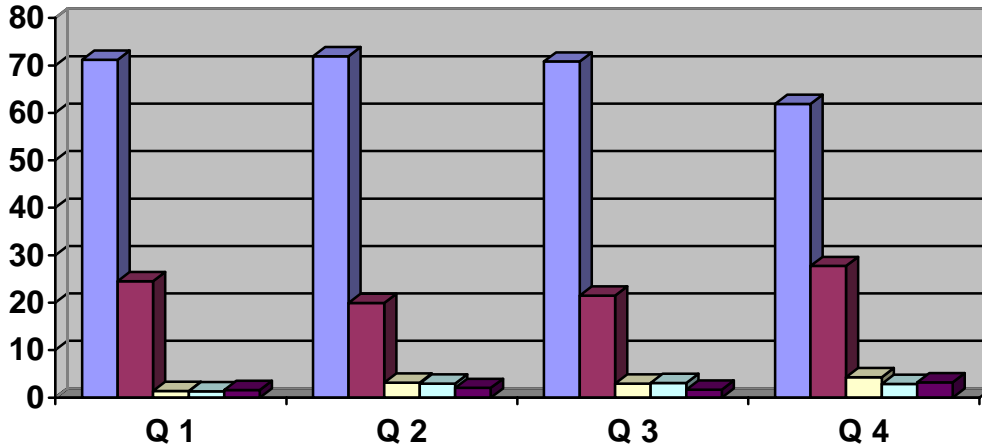
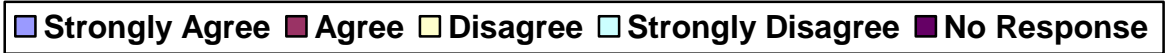
Process Owner

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

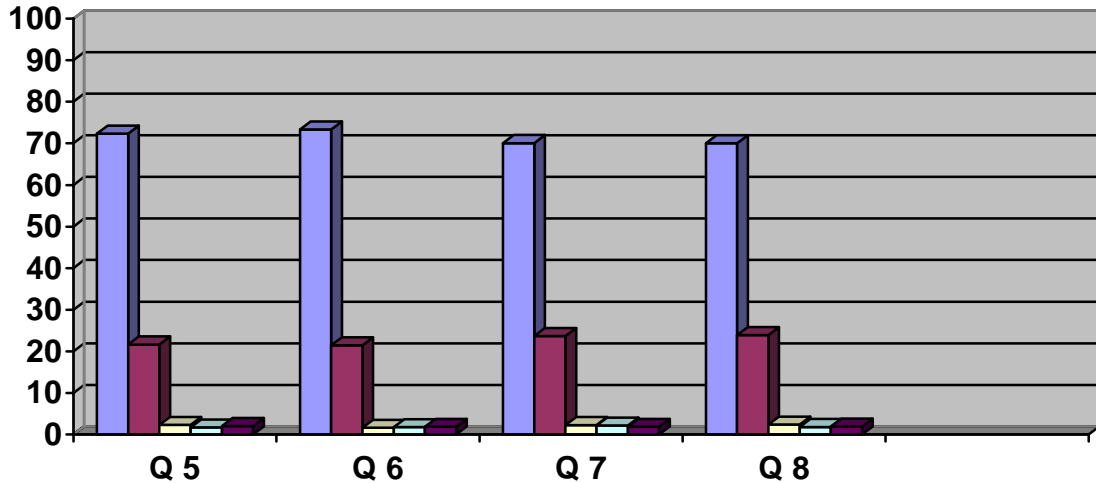
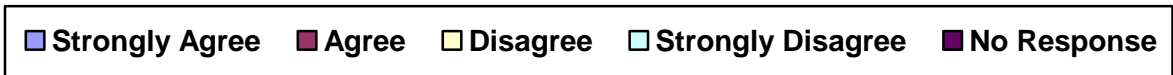
Special notices:

1. All questions, 1 thru 8, 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.

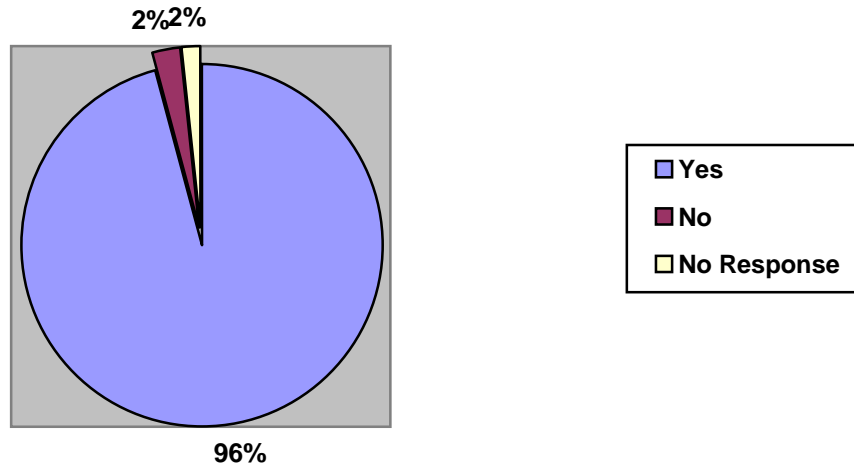


Q1 – Provided tools/equipment for job search
 Q2 – Waited less than 10 minutes for computer
 Q3 – Waited less than 10 minutes for staff assistance
 Q4 – Waited less than 10 minutes for appointment

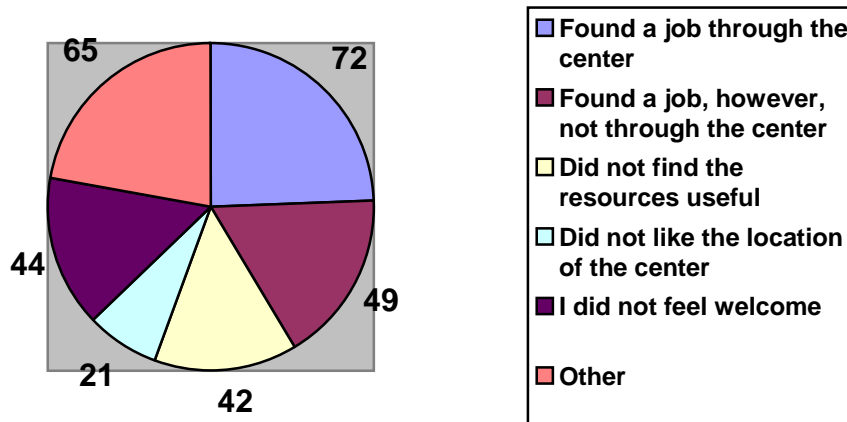
Q5 – I was greeted promptly
 Q6 – Staff treated me with respect
 Q7 – The staff was helpful to me
 Q8 – I am satisfied overall



Question 9: Would I visit the center again?



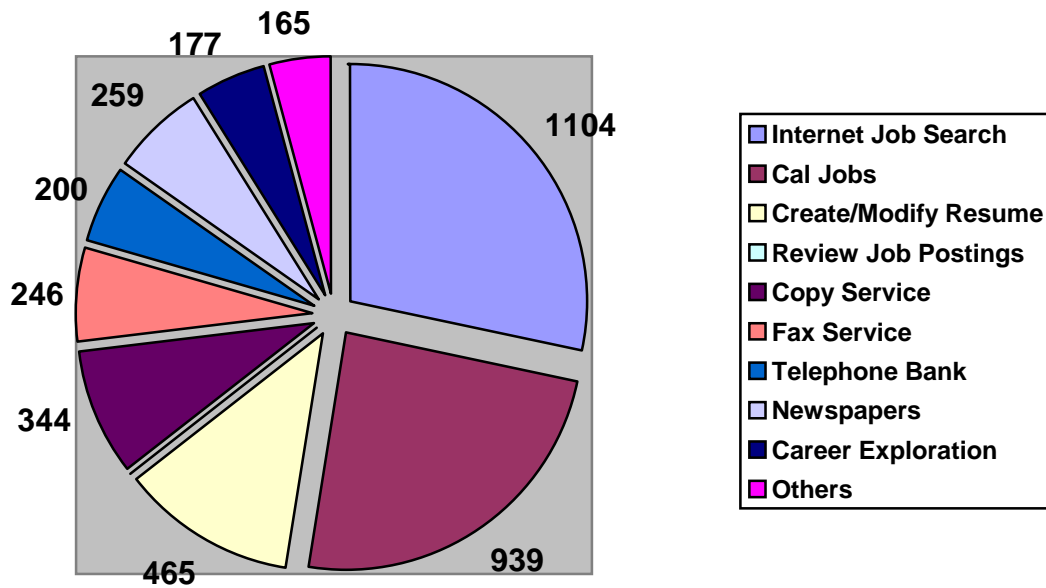
If no:



“Other” Category Comments:

you suck	im looking for work.l
yes	I work as a TAP employee
work shop	I recieved NO help !!!
WIA Funding Unavailable	I live to far
what ever come firts	I HAVEN'T FOUND A JOB
Very nice	I had no appt
ua ua uaaaaaaaaaaaaaaaaaaaa	i did not find a job yet
UA UA UAAAAAAAAAAAA	haven't found a job yet
this center is better than nothing, but not much	haven,t found a job
Thank you	great staff
still seeking employment	great staff
still seeking employment	Great help - Sandra especially helpful

still looking for a job	good location
still looking for a job	found net but couldn't find
still looking for a job, center is very helpful	found job thru center
still looking	FIRST TIME HERE
still looking	Dont go anywhere
still looking	did not get a job through the center..
staff poor knowledge or afraid to talk	Claustrophobic
some staff unpleasant, unfriendly and rude	City of Riverside
SEEKING EMPLOYMENT	Chale
REGINA WAS GREAT.	because I have to
receptionist was racial	Attending Another Wrkshp
Only because of necessity	AM STILL LOOKING
not yet	2nd visit and am confident that i will find a job.
NOT FINISHED	
No help !!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!	
na	
n/a	
looking for work	
looking for job	
looking for job	
looking for a job	
Looking for a job	
looking	
LOOKING	
looking	
just starting the program	
just starting the program	
just started	



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

“Other” Category Comments:

Yahoo	Tap Interview
yahoo	Staff Assistance
Workshop introduction to services/Spanish	Spoke to Development Specialist
workshop introduction to service/Spanish	skills lab
Workshop	Skill Class
Workshop	signed up for services
Workshop	RIVERSIDE COUTNY JOBS
Workshop	Resume writing class
workshop	resume prep materials
workshop	RESUME
work shop room/Mavis Beacon	Resume
work shop	Resume
word2003	Resume
Winway	Resume
winway	resource center
WIA Funding inquiry	recruiter interview
walk in	Rec'd Claim Forms
walk in	printed out thank you letter
videos	print resumes
Vet Rep	personal help
Used the Excel 2000	Onet
UPDATED RESUME	on the spot interviewes.
update remune	none, no help!!!!!!!!!!!!!!!!!!!!!!
up date resume	no no one helped me
Unemployment Claim	Ms. Cherly Warren
unemployment benefits	met with case worker
Unemployment Claim	meeting with staff

UI info on appeal	meet with case manager
typing tutorial	meet w/counselor
typing tutor	Mavis Typing Lessons
typing tutor	Mavis Beacon Teaching Typing
typing skill	mavis beacon
typing session	Mavis Beacon
typing class	match resume to job site
typing	Marta
typing	Mails
TYPING	mail thank you letter
typing	made appointment for jump start
took math test	mabis beacon typing
Testing	LOOK FOR WORK IN YHE PHONE BOOK
Test	learning how to use computer software
teaches tpest	Learning COMPUER
Karen Snake	Email
just in to say thank you !!	Email
Jumpstart Your Job Search	Email
Jos on the board	education alternitives
Job seeker	EDD
Job Related DOJ search	e3d4
Job Fair on location	Direct input from business solutions consultant
job fair	Direct input from business solutions consultant
intrudution to service/ Spanish	cumputer class
Introduction to Services/Spanish	cumpiiri shop
Introduction to Services/Spanish	created e mail address
Introduction to Services/Spanish	Counselor & copies
Introduction to Services/Spanish	Counsel
Introduction to services/Spanish	computer class
Introduction to services workshop/Spanish	computer basics
Introduction to services Spanish	Computer Basics
Introduction to services Spanish	computer basics
Introduction to Service/Spanish	computer basics
Introduction to Service/Spanish	computer basic
Introduction	Computadora
Introducation to Services /Spanish	classes de typing
Interviewing Skills Workshop	cita ahora
Interviewing Skills	Case Worker
Interviewing Skills	Carpenters
interviewing skills	Career Counseling
Interview with staff	Career Builder
internet	Cambrian Recruitment
information	Bus Tickets
indian bureau services	Becky Hernandez
imf. about going to school	Beacon Typing Lessons
i need financial help	Attended Orientation
i need financial help	APPT WITH ANTHONY
I had a orientation with JJ.	Appt w career counselor
Fresh and Easy application	Appt
FILING UNEMPLOYMENT	Appointment
Exposure to your agency	Appointment
exploring services	Apply
exploring services	A Friend

exploring services	Balls
E-Mail Verification	
email for job leads	
E-mail	

(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)