

## Attachment E

### Customer Satisfaction

Fall of 2002, the North Georgia RDC WIA staff conducted a Customer Satisfaction survey. A copy of the survey was mailed to all terminees from the WIA program since the inception of WIA. Sixty responses were received from adults/dislocated workers. The results follow:

How would you rate this office (service provider) in the following areas?

	Very Good	Good	Fair	Poor	N/A
Informing you of available services.	35%	48%	13%	3%	
Serving you in a timely manner.	36%	49%	8%	5%	2%
Responsiveness to your needs.	38%	48%	7%	5%	2%
Providing current information.	35%	47%	8%	8%	1%
Having a knowledgeable staff.	38%	50%	6%	5%	
Having a courteous Staff.	48%	44%	3%	5%	
Access to the services/job search materials you need.	40%	43%	9%	5%	3%
Easy to understand materials.	43%	43%	7%	2%	5%
Convenient office hours.	32%	50%	12%	5%	2%

	Very Satisfied	Satis.	Neither	Dissat.	Very Dis.
Overall how satisfied are you with the One-Stop Career Center?	47%	43%	7%	2%	2%

	Exceeded	Met	Did not Meet
How well did the services you received meet your expectations?	53%	41%	6%

	Male	Female
Gender	31%	69%

	18-24	25-34	35-44	45-54	55-64
Age	11%	12%	43%	25%	9%

While we can, in general, be pleased with the results, there is obviously still room for improvement. We will be working with staff and partners to determine areas that can be improved and developing training programs in those areas. Efforts the Operators are making to ensure all staff in the partnership have a basic understanding of all other partners programs should result in increased scores for informing you of available services, providing current information, and having a knowledgeable staff.

The survey did reveal one difficulty that results from working in a one-stop system: the anger at or dislike of services received from one agency in the system are reflected in the customer satisfaction results of other agencies. As partners, we truly are in this together.