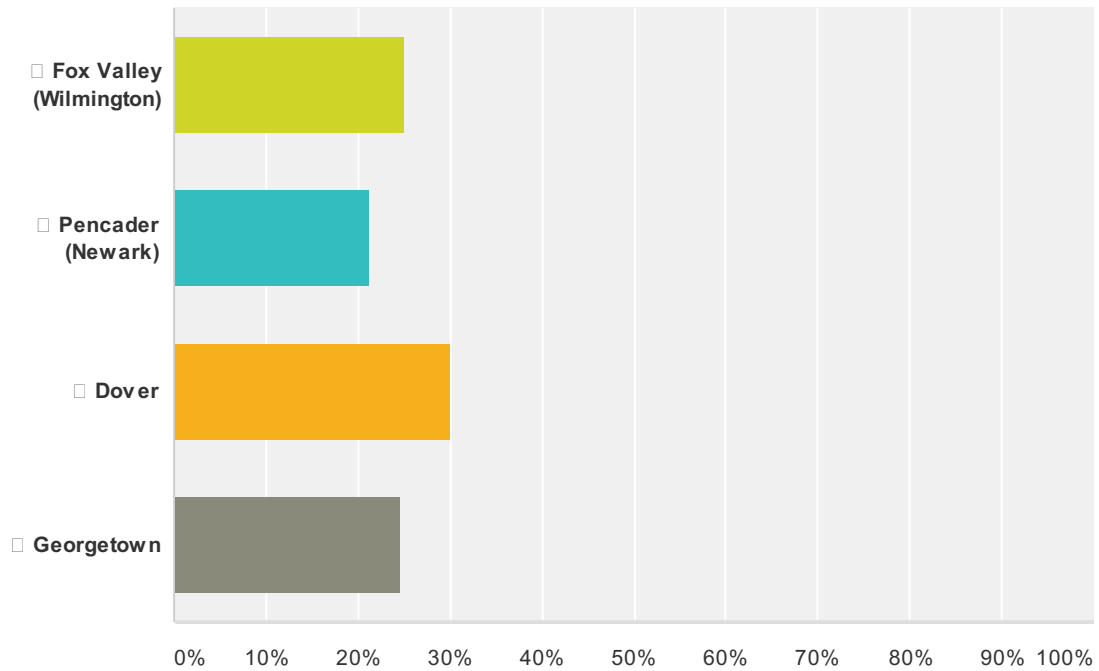


Customer Satisfaction

Q1 Please indicate the American Job Center you visited. (You may check all that apply)

Answered: 1,516 Skipped: 0

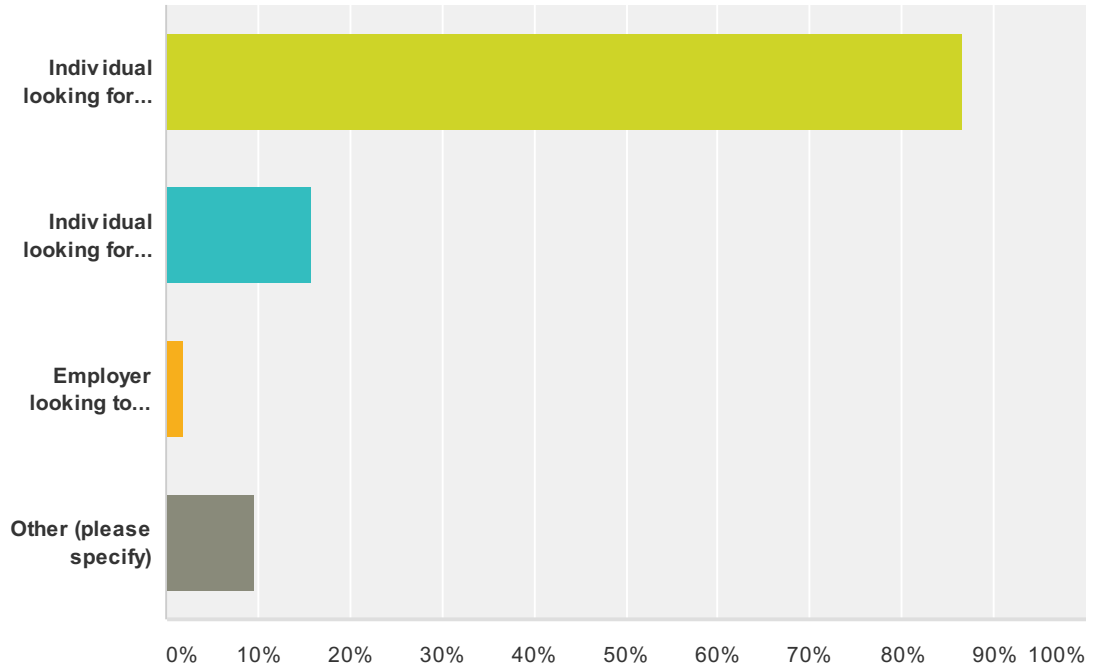


| Answer Choices | Responses |
|--|------------|
| <input type="checkbox"/> Fox Valley (Wilmington) | 25.07% 380 |
| <input type="checkbox"/> Pencader (Newark) | 21.37% 324 |
| <input type="checkbox"/> Dover | 30.08% 456 |
| <input type="checkbox"/> Georgetown | 24.60% 373 |
| Total Respondents: 1,516 | |

Customer Satisfaction

Q2 Please check the reason for using your local American Job Center services.

Answered: 1,516 Skipped: 0

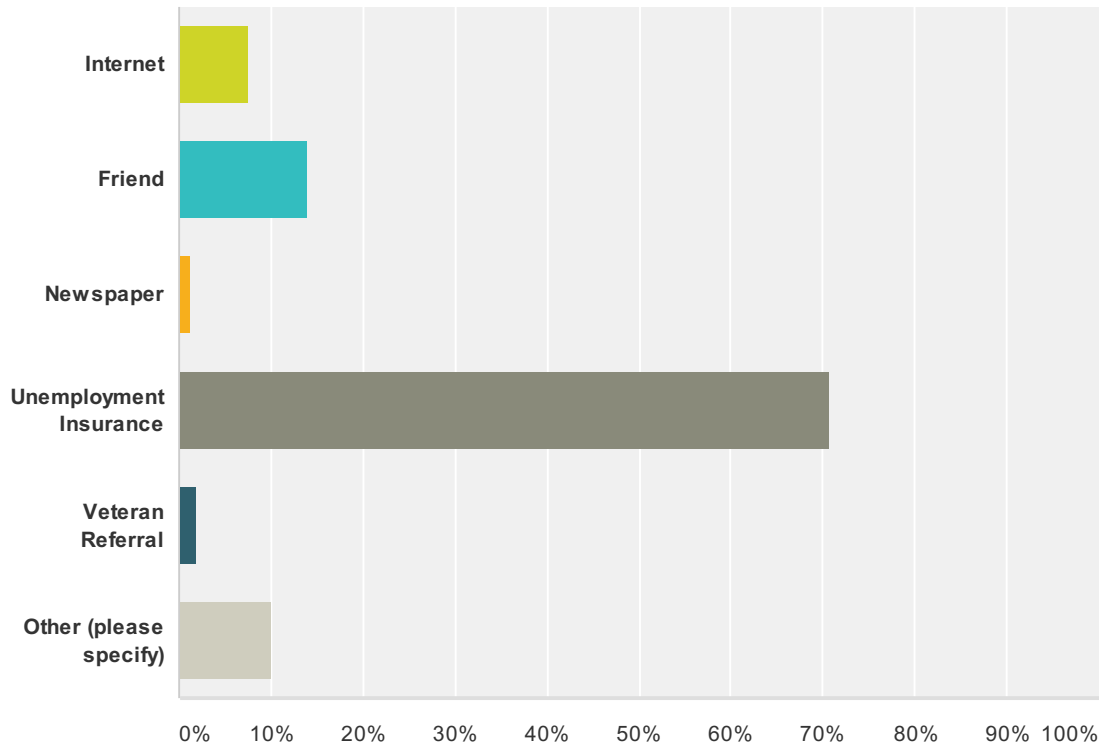


| Answer Choices | Responses | |
|---|---------------|-------|
| Individual looking for employment | 86.68% | 1,314 |
| Individual looking for training opportunities | 15.77% | 239 |
| Employer looking to place a job order—(looking for employees) | 1.98% | 30 |
| Other (please specify) | 9.70% | 147 |
| Total Respondents: 1,516 | | |

Customer Satisfaction

Q3 How did you find out about our services?

Answered: 1,516 Skipped: 0

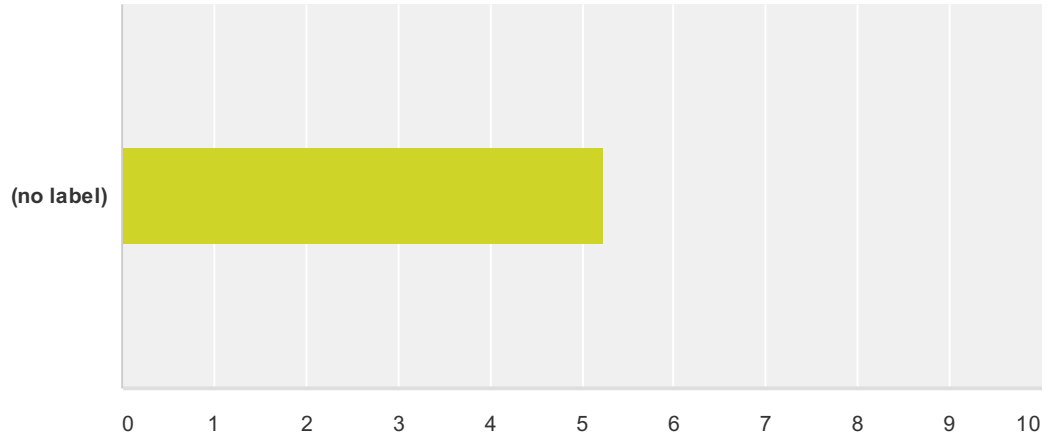


| Answer Choices | Responses |
|---------------------------------|--------------|
| Internet | 7.52% 114 |
| Friend | 13.98% 212 |
| Newspaper | 1.32% 20 |
| Unemployment Insurance | 70.78% 1,073 |
| Veteran Referral | 1.98% 30 |
| Other (please specify) | 10.03% 152 |
| Total Respondents: 1,516 | |

Customer Satisfaction

Q4 If your reason for visiting DOL was to register for unemployment insurance, were you advised of the DET services available at the local America's Job Centers?

Answered: 1,516 Skipped: 0

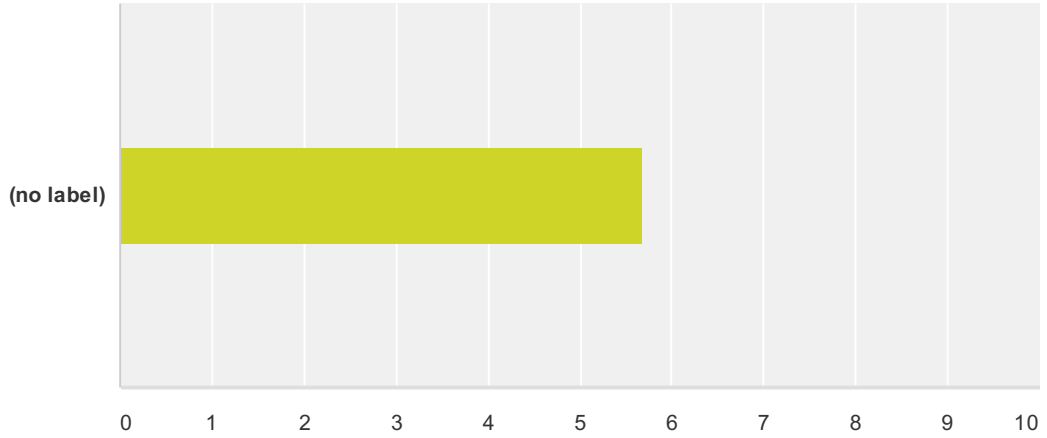


| | 1 (Not aware at all) | 2 | 3 | 4 | 5 | 6 | 7 (Very Aware) | Total | Average Rating |
|------------|----------------------|-------------|-------------|---------------|---------------|---------------|----------------|-------|----------------|
| (no label) | 11.21% 170 | 2.64% 40 | 3.96% 60 | 14.31% 217 | 10.22% 155 | 15.11% 229 | 42.55% 645 | 1,516 | 5.25 |

Customer Satisfaction

Q5 When you entered the local American Job Center were you made aware of the DET services available to job seekers by a staff member or by our internet system?

Answered: 1,516 Skipped: 0

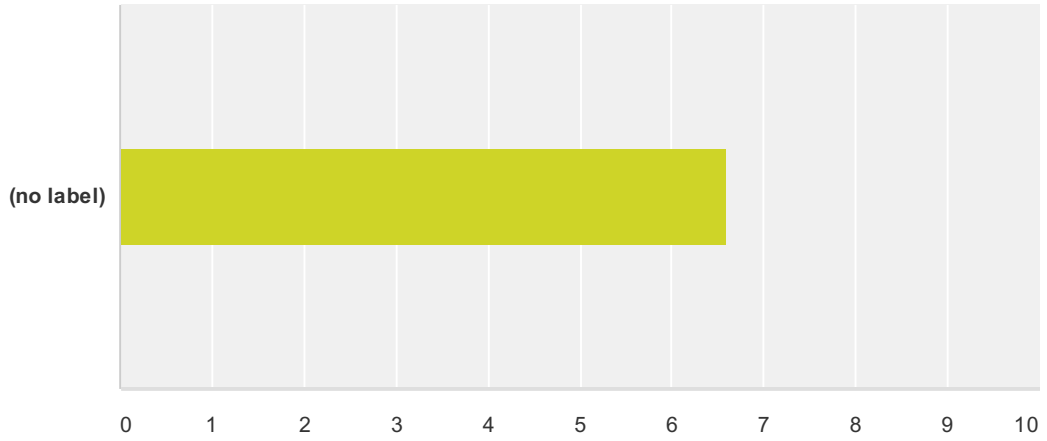


| | 1 (Not Aware At All) | 2 | 3 | 4 | 5 | 6 | 7 (Very Aware) | Total | Average Rating |
|------------|----------------------|-------------|-------------|---------------|---------------|---------------|----------------|-------|----------------|
| (no label) | 6.33% 96 | 1.65% 25 | 2.77% 42 | 11.61% 176 | 11.41% 173 | 18.01% 273 | 48.22% 731 | 1,516 | 5.67 |

Customer Satisfaction

Q6 Was the staff you encountered courteous and professional?

Answered: 1,516 Skipped: 0

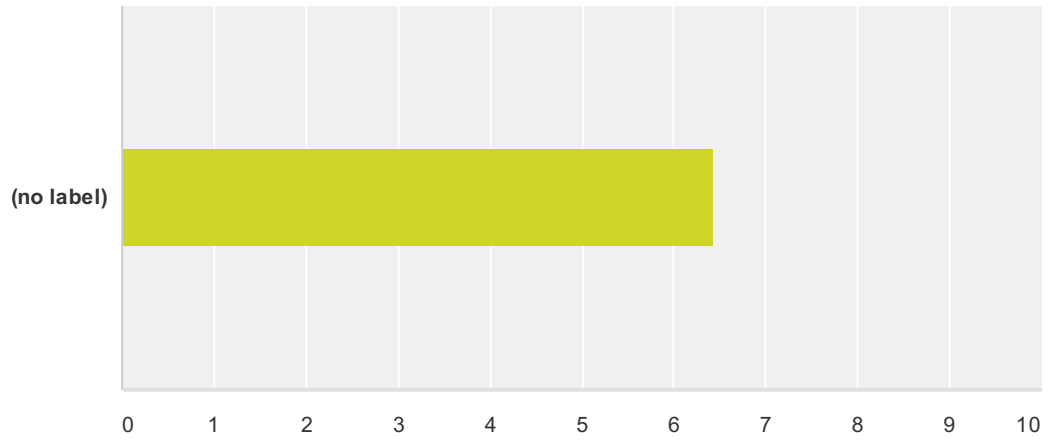


| | 1 (Not Courteous or Professional) | 2 | 3 | 4 | 5 | 6 | 7 (Very Courteous or Professional) | Total | Average Rating |
|------------|-----------------------------------|------------|-------------|-------------|-------------|---------------|------------------------------------|-------|----------------|
| (no label) | 0.66% 10 | 0.33% 5 | 0.99% 15 | 2.77% 42 | 4.62% 70 | 13.65% 207 | 76.98% 1,167 | 1,516 | 6.59 |

Customer Satisfaction

Q7 Did the staff member(s) who assisted you demonstrate knowledge of services and other helpful advice?

Answered: 1,516 Skipped: 0

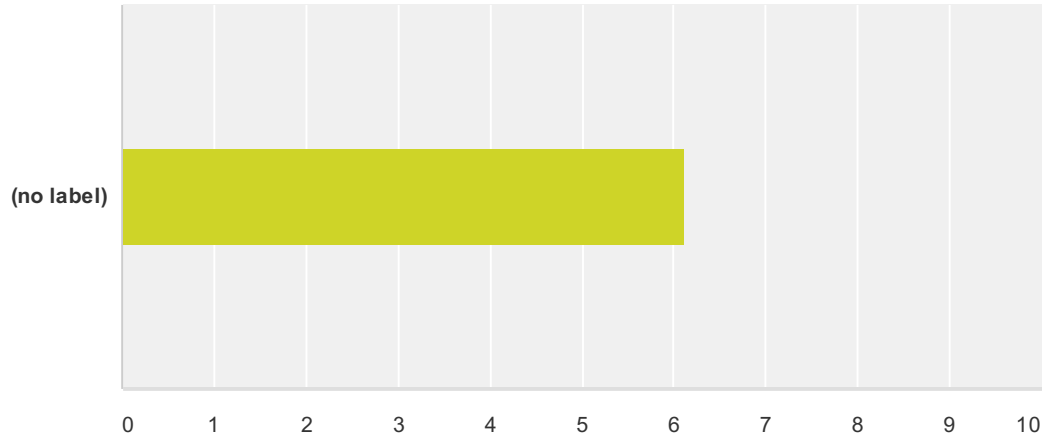


| | 1 (Not Helpful or Knowledgeable) | 2 | 3 | 4 | 5 | 6 | 7 (Very Helpful or Knowledgeable) | Total | Average Rating |
|------------|----------------------------------|------------|-------------|-------------|--------------|---------------|-----------------------------------|-------|----------------|
| (no label) | 1.39% 21 | 0.46% 7 | 1.25% 19 | 3.56% 54 | 7.85% 119 | 15.44% 234 | 70.05% 1,062 | 1,516 | 6.43 |

Customer Satisfaction

Q8 Were your employment service needs met?

Answered: 1,516 Skipped: 0

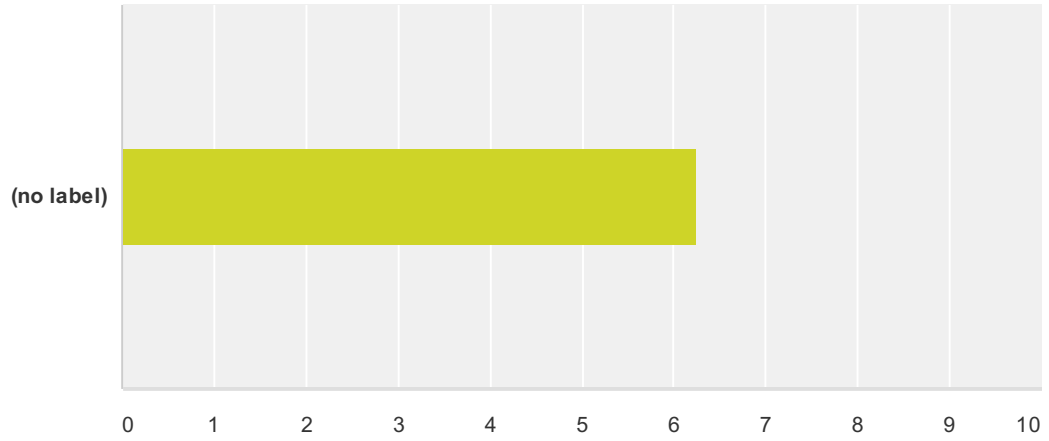


| | 1 (Not Met At All) | 2 | 3 | 4 | 5 | 6 | 7 (All Needs Were Met) | Total | Average Rating |
|------------|--------------------|-------------|-------------|--------------|--------------|---------------|------------------------|-------|----------------|
| (no label) | 2.24% 34 | 0.66% 10 | 1.39% 21 | 9.96% 151 | 8.58% 130 | 19.39% 294 | 57.78% 876 | 1,516 | 6.11 |

Customer Satisfaction

Q9 Were you satisfied with the employment services provided?

Answered: 1,516 Skipped: 0

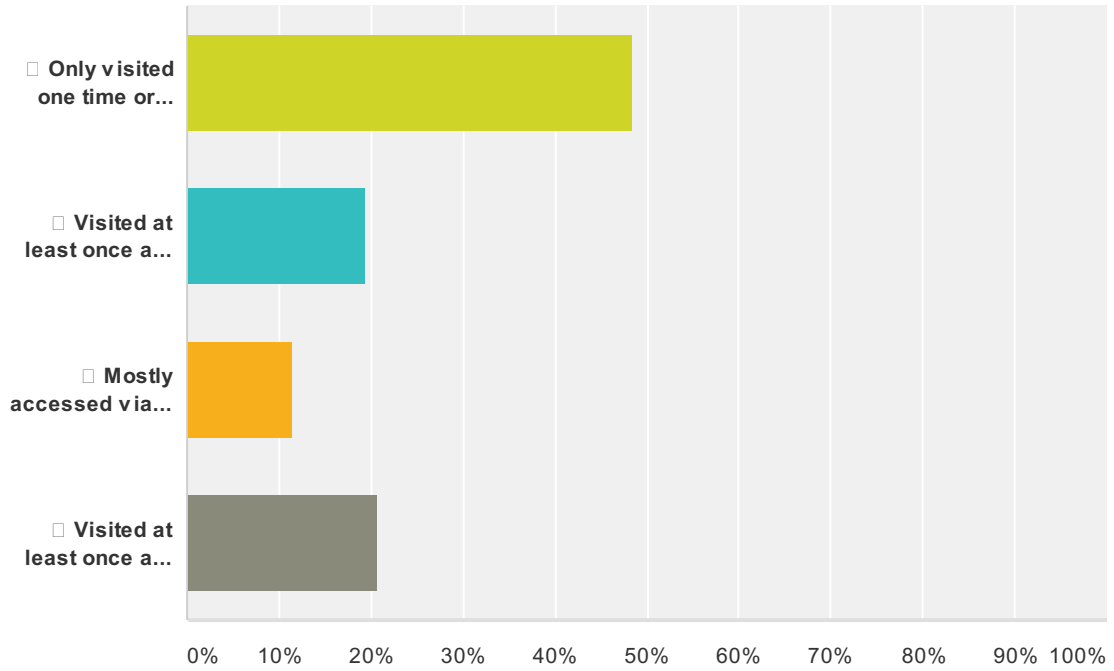


| | 1 (Not Satisfied) | 2 | 3 | 4 | 5 | 6 | 7 (Very Satisfied) | Total | Average Rating |
|------------|-------------------|------------|-------------|-------------|--------------|---------------|--------------------|-------|----------------|
| (no label) | 1.98% 30 | 0.46% 7 | 1.52% 23 | 6.33% 96 | 8.91% 135 | 18.60% 282 | 62.20% 943 | 1,516 | 6.24 |

Customer Satisfaction

Q10 Choose the scenario that best describes the frequency of interaction with your local American Job Center.

Answered: 1,516 Skipped: 0

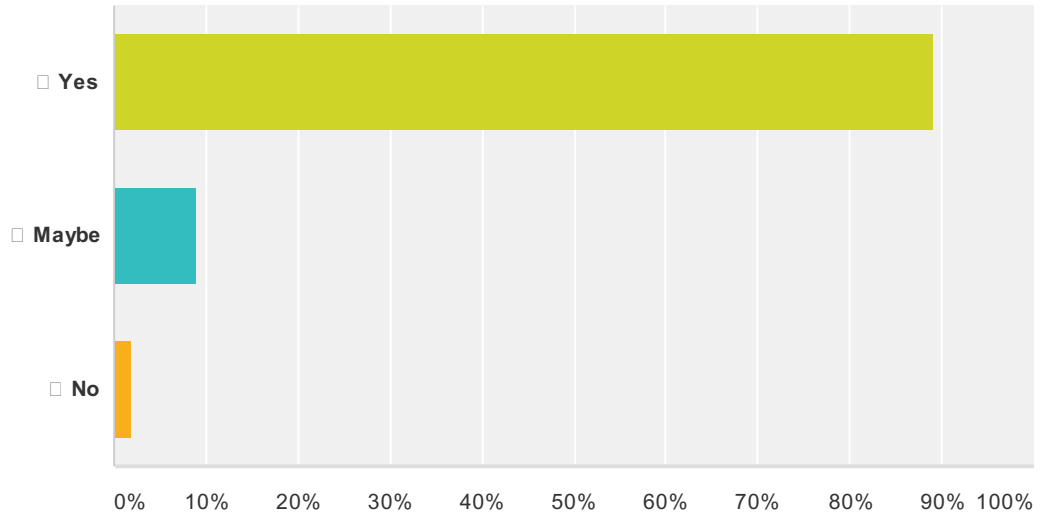


| Answer Choices | Responses |
|---|--------------|
| <input type="checkbox"/> Only visited one time or accessed via internet only once | 48.48% 735 |
| <input type="checkbox"/> Visited at least once a month | 19.46% 295 |
| <input type="checkbox"/> Mostly accessed via internet at least once a month | 11.48% 174 |
| <input type="checkbox"/> Visited at least once a week | 20.58% 312 |
| Total | 1,516 |

Customer Satisfaction

Q11 Based on your experience, would you refer a friend or family member to your local American Job Center for employment services

Answered: 1,516 Skipped: 0



| Answer Choices | Responses |
|--------------------------------|--------------|
| <input type="checkbox"/> Yes | 89.05% 1,350 |
| <input type="checkbox"/> Maybe | 9.04% 137 |
| <input type="checkbox"/> No | 1.91% 29 |
| Total | 1,516 |

Q12 How could we improve your experience?

Answered: 1,516 Skipped: 0

Q13 Please share any other comments you have.

Answered: 612 Skipped: 904