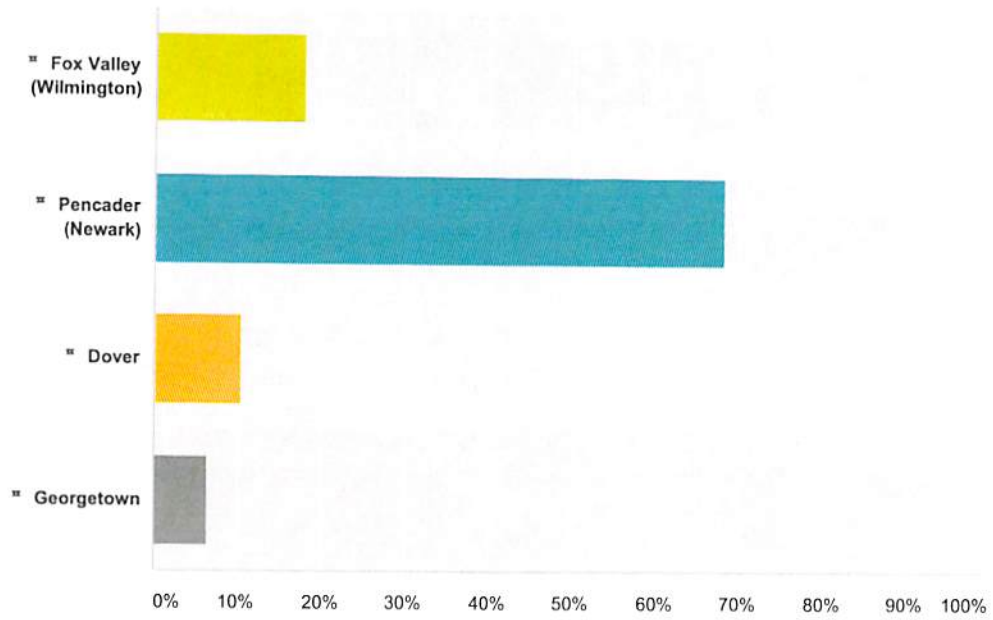


**Q1 Please indicate the American Job Center you visited.(You may check all that apply)**

Answered: 183 Skipped: 0

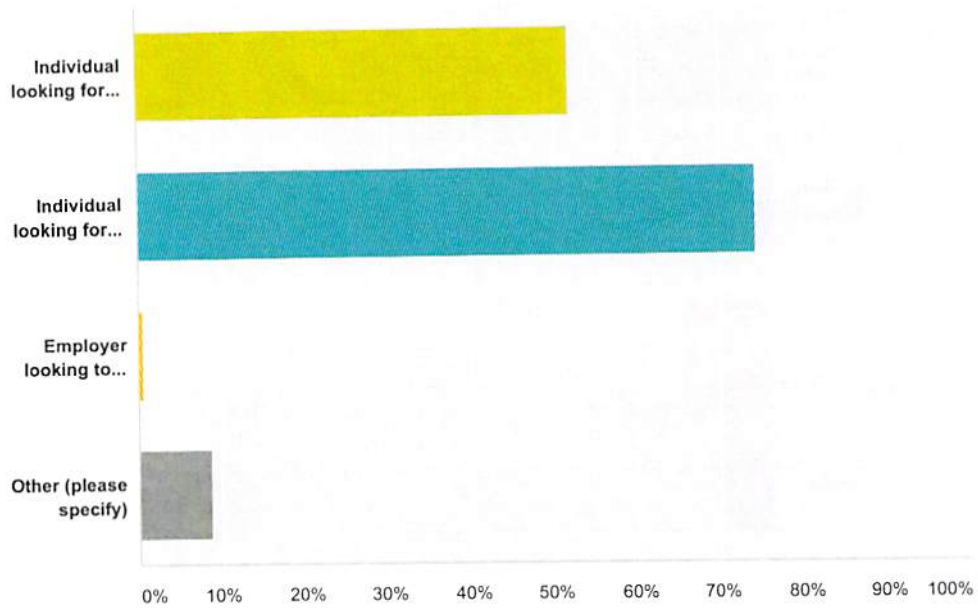


Answer Choices	Responses	
→ Fox Valley (Wilmington)	18.03%	33
→ Pencader (Newark)	68.31%	125
→ Dover	10.38%	19
→ Georgetown	6.56%	12
<b>Total Respondents: 183</b>		

## Training Customer Satisfaction

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

Answered: 183 Skipped: 0

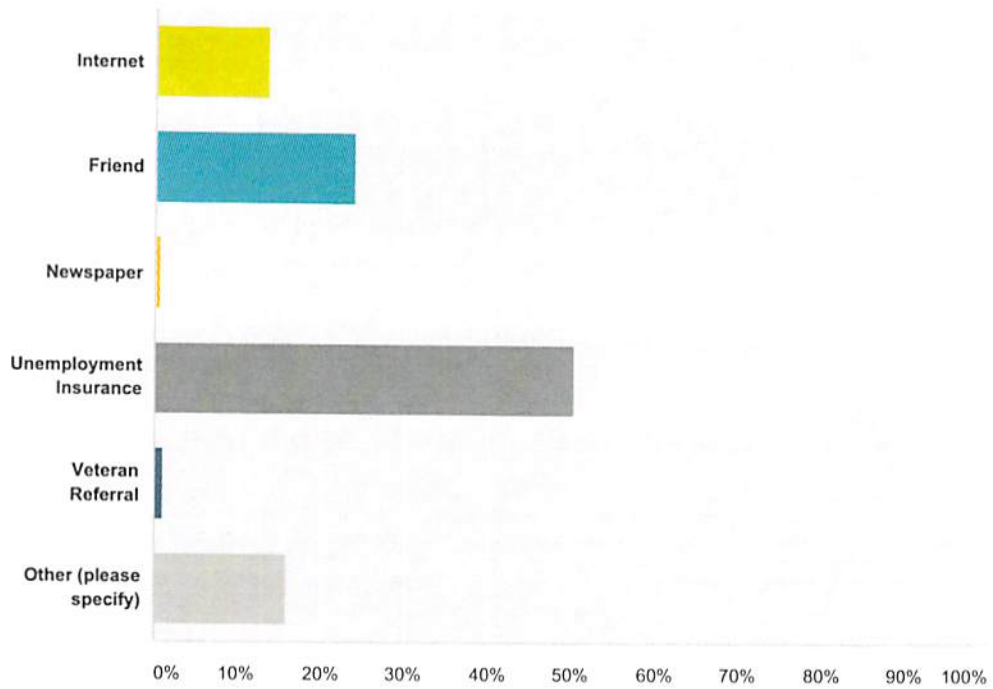


Answer Choices	Responses	Count
Individual looking for employment	51.91%	95
Individual looking for training opportunities	74.32%	136
Employer looking to place a job order--(looking for employees)	0.55%	1
Other (please specify)	8.74%	16
<b>Total Respondents: 183</b>		

# Training Customer Satisfaction

## Q3 How did you find out about our training services?

Answered: 183 Skipped: 0

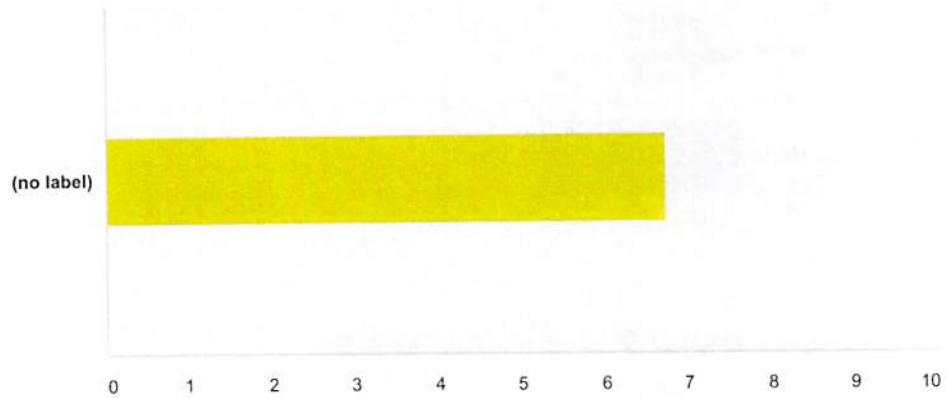


Answer Choices	Responses	
Internet	13.66%	25
Friend	24.04%	44
Newspaper	0.55%	1
Unemployment Insurance	50.27%	92
Veteran Referral	1.09%	2
Other (please specify)	15.85%	29
<b>Total Respondents: 183</b>		

## Training Customer Satisfaction

### Q4 Was your case manager knowledgeable, courteous and professional?

Answered: 183 Skipped: 0

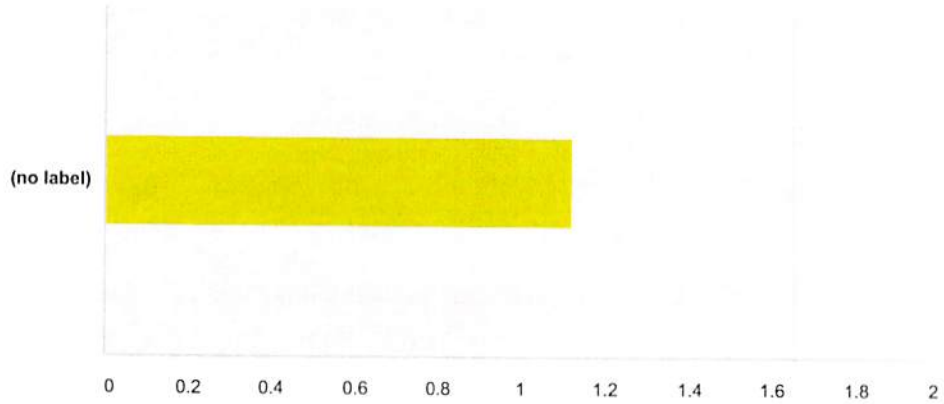


	Not courteous or professional	(no label)	(no label)	Somewhat courteous or professional	(no label)	(no label)	Very courteous or professional	Total	Weighted Average
(no label)	0.55%	0.00%	1.09%	3.28%	2.19%	6.01%	86.89%	183	6.72
	1	0	2	6	4	11	159		

## Training Customer Satisfaction

### Q5 Do you feel DOL has relevant training offerings to support your employment goals?

Answered: 183 Skipped: 0

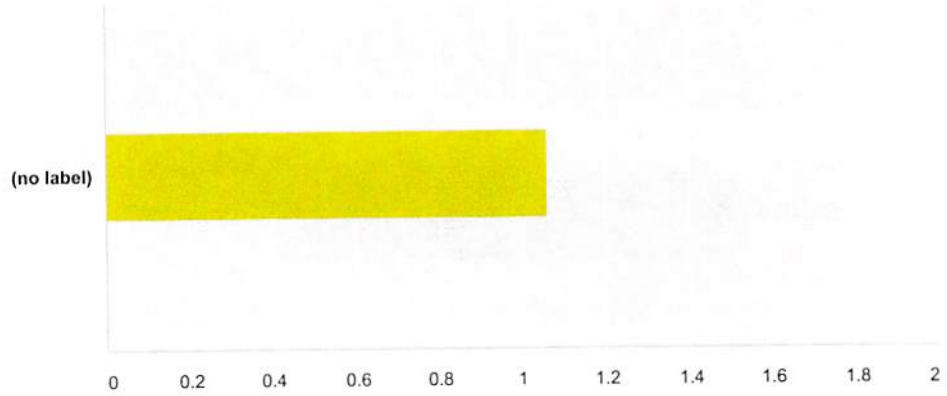


	Yes	No	Not Sure	Total	Weighted Average
(no label)	92.90% 170	2.19% 4	4.92% 9	183	1.12

# Training Customer Satisfaction

## Q6 Did you attend the Career Planning Workshop?

Answered: 183 Skipped: 0

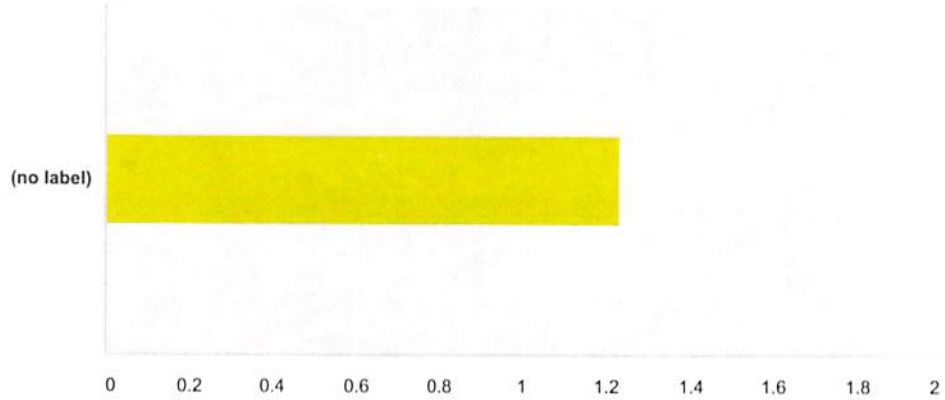


	Yes	No	Total	Weighted Average
(no label)	93.99% 172	6.01% 11	183	1.06

Training Customer Satisfaction

**Q7 If you attended the Career Planning Workshop, did it help you with developing or confirming your career path? If you answered No to question 6, please select N/A.**

Answered: 183 Skipped: 0

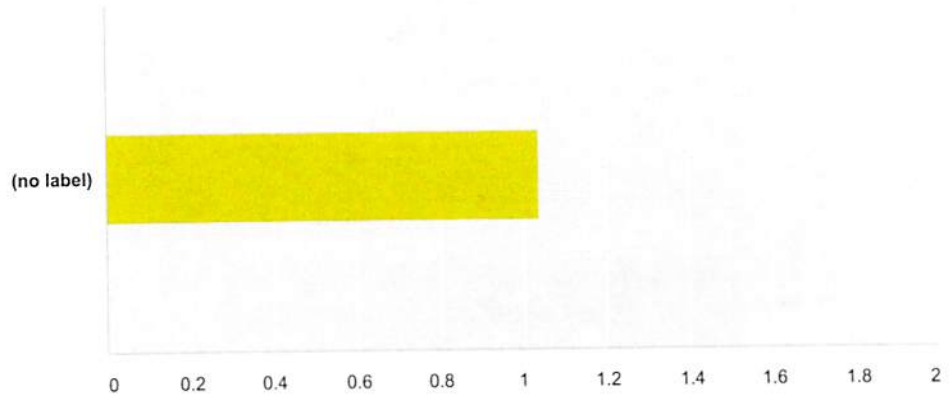


	1 Yes	2 No	N/A	Total	Weighted Average
(no label)	85.79% 157	4.92% 9	9.29% 17	183	1.23

# Training Customer Satisfaction

## Q8 Did you get to attend the training you wanted?

Answered: 183 Skipped: 0



	Yes	No	Total	Weighted Average
(no label)	95.63% 175	4.37% 8	183	1.04



Training Customer Satisfaction

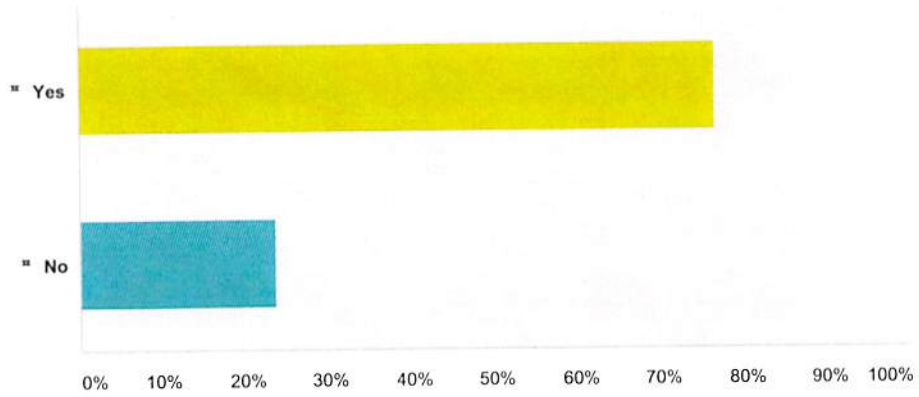
**Q9 Do you have concerns regarding your training program or the school you attended, if so, please explain**

Answered: 183 Skipped: 0

# Training Customer Satisfaction

## Q10 Did the funding you receive cover the entire cost of the program?

Answered: 183 Skipped: 0

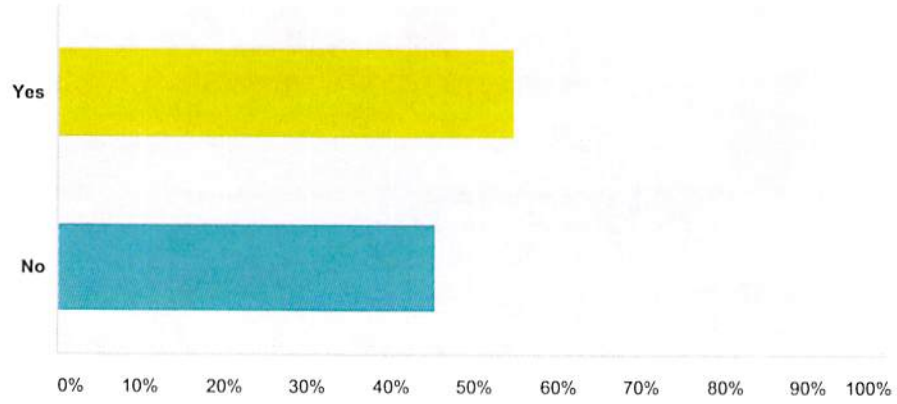


Answer Choices	Responses	
→ Yes	76.50%	140
→ No	23.50%	43
<b>Total</b>		<b>183</b>

## Training Customer Satisfaction

### Q11 Have you received any supportive services during training, if so, how did it help?

Answered: 183 Skipped: 0

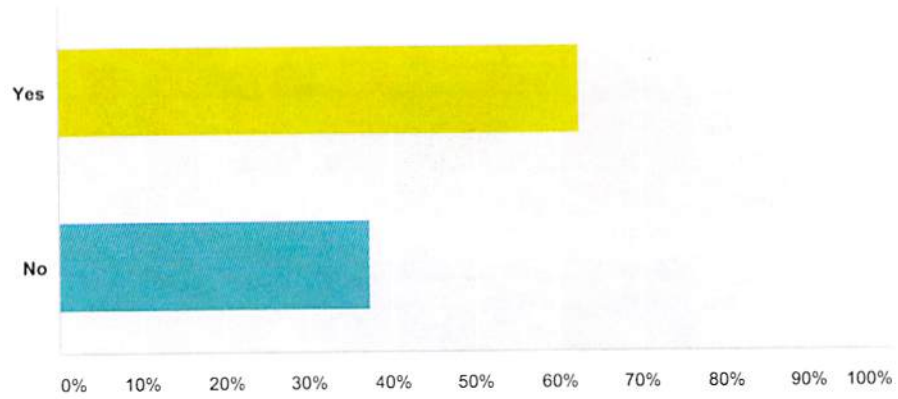


Answer Choices	Responses	
Yes	54.64%	100
No	45.36%	83
<b>Total</b>		<b>183</b>

# Training Customer Satisfaction

## Q12 Did you reach your planned training goal?

Answered: 177 Skipped: 6

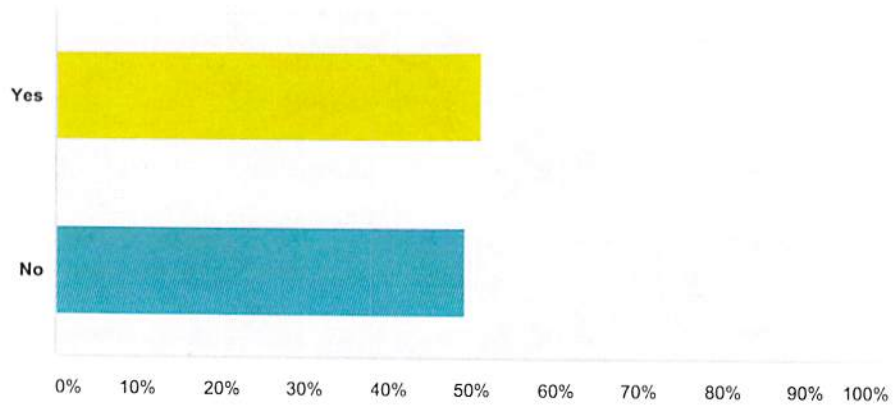


Answer Choices	Responses	
Yes	62.71%	111
No	37.29%	66
<b>Total</b>		<b>177</b>

## Training Customer Satisfaction

### Q13 Did you get a job after completing training?

Answered: 173 Skipped: 10

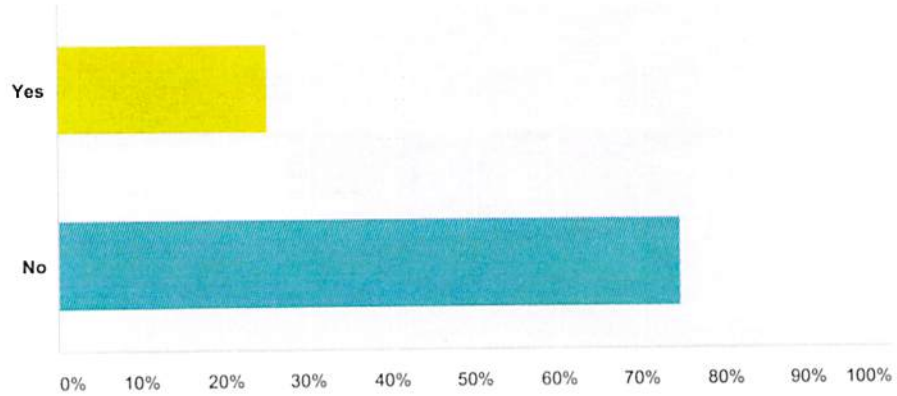


Answer Choices	Responses	
Yes	50.87%	88
No	49.13%	85
<b>Total</b>		<b>173</b>

Training Customer Satisfaction

**Q14 Have you attended any workshops related to finding employment, example RESEA workshop or interviewing workshop?**

Answered: 178 Skipped: 5

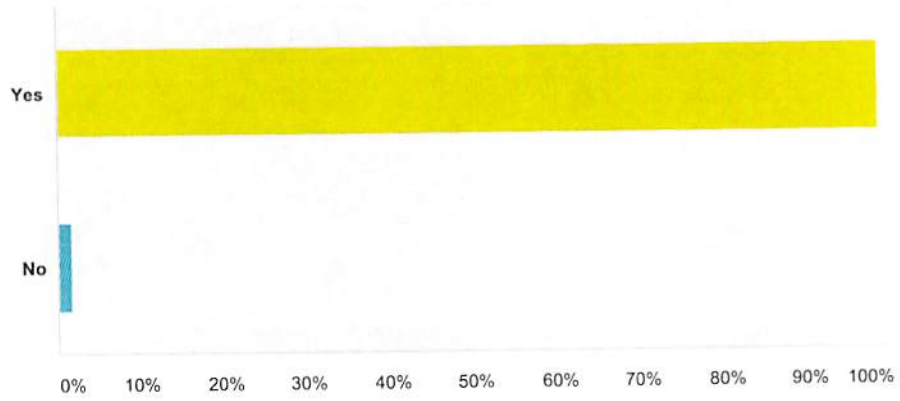


Answer Choices	Responses	
Yes	25.28%	45
No	74.72%	133
<b>Total</b>		<b>178</b>

Training Customer Satisfaction

**Q19 Would you recommend the services to your family and friends?**

Answered: 181 Skipped: 2



Answer Choices	Responses	
Yes	98.34%	178
No	1.66%	3
<b>Total</b>		<b>181</b>

436

**Q20 Additional Feedback and Comments**

Answered: 65 Skipped: 118

03/10