



REPORT ON CUSTOMER SATISFACTION

*Surveys were administered in September 2008 to 32 FY 2008
 Corporate Customers with a return rate of 47%.*

CONTACTING THE CENTER FOR WORKFORCE DEVELOPMENT

1. Please tell us about your initial contact with us.	Yes	No
a. Was this the first time you worked with the CWD?	33%	67%
b. Did you access the internet in any way to contact us?	20%	80%

**2. Please indicate which of the following best describes your initial experience with the CWD.
 (MARK ONLY ONE)**

I only dealt with one person, who was able to help me to my satisfaction.	47%
I only dealt with one person, who had to check with others to help me.	7%
I personally dealt with two or more people.	40%
Did not answer.	6%

3. If you visited our campus, please complete the following.

a. Which of the following best describes the way you were greeted when you FIRST arrived?

I was greeted in the right amount of time.	20%
It took too long to find someone.	0%
Did not answer.	80%

**b. Please mark which statements apply to the person who greeted you.
 (MARK ALL THAT APPLY)**

I got the impression the person I spoke with really enjoyed his/her job.	13%
I got the impression the person I spoke with was polite and knowledgeable.	20%
The person I spoke with was not helpful.	0%
Did not answer.	80%

SERVICES PROVIDED BY THE CENTER FOR WORKFORCE DEVELOPMENT

4. Which services did you utilize from The Center for Workforce Development? (MARK ALL THAT APPLY)

Customized Training	67%
Counseling and Advisement for credit courses	0%
Assessment and Testing Services	60%
Consulting Services	0%

5. Please give us your impression.

	Yes	No	Did not answer
a. Was the documentation provided professional looking?	100%	0%	0%
b. Were invoices 100% accurate?	87%	0%	13%

6. Please rate your overall experience with the CWD.

	5 Excellent	4 Good	3 Fair	2 Poor	1 Very Poor	6 N/A	Average Response
a. Professional appearance	9	2	0	0	0	4	4.82
b. Professional behavior	11	2	1	0	0	1	4.71
c. Responsiveness	8	5	1	0	0	1	4.43
d. Understanding of your issues	9	4	1	0	0	1	4.57
e. Quality of personal contacts	10	3	1	0	0	1	4.64
f. Ability to recommend solutions	8	4	1	0	0	1	4.21
g. Follow through on commitments	11	2	1	0	0	1	4.71
h. Follow-up in appropriate manner	10	3	1	0	0	1	4.64
i. Attention to administrative details	8	5	1	0	0	1	4.50

SUMMING IT UP

7. Please rate your overall experience with the CWD.

	5 Excellent	4 Good	3 Fair	2 Poor	1 Very Poor	6 N/A	Average Response
a. The services delivered were what you expected.	8	7	0	0	0	0	4.53
b. The services delivered met your objectives.	10	4	1	0	0	0	4.60
c. You were satisfied with the services you received from The Center for Workforce Development.	9	5	1	0	0	0	4.53
d. You feel that the price of the Center's services fairly reflect their value.	8	3	2	0	0	2	4.46
e. You would recommend the services of The Center for Workforce Development to colleagues.	10	4	0	0	0	1	4.71

WRITTEN COMMENTS

- *Easy staff to work with.*
- *Very good experience.*
- *The staff does a great job demonstrating an interest in our organization and updating the training to meet our rapidly changing needs. Linda Bautz is wonderful at providing customized training solutions in an easy, efficient manner.*
- *I am very pleased with the quality of training and testing provided by your staff.*
- *We have historically worked with other sources for training and the cost of these programs seemed to be less expensive with other vendors. However, I have not completed a detailed comparison on the cost structure of training provided.*