

TOTAL SURVEYS AND RESPONSES THROUGH DECEMBER, 2011								
Mailed	201	CAREER CENTER WHERE SERVED:	Brunswick	Effingham	Hinesville	Kings Bay	Savannah	Statesboro
Responses	80		9	1	6	10	25	9
Percentage	29.85%							

INITIAL CUSTOMER SURVEY								
Mailed	91							
Responses	76							
Percentage	39.54%							
Career Center where you were served:		Brunswick	Effingham	Hinesville	Kings Bay	Savannah	Statesboro	
		3	1	6	2	18	6	
Statements		Strongly Agree	Agree	Disagree	Disagree	Neutral		
1	I was treated courteously during the application process	29	6			1		
2	I was treated fairly during the application process	32	4					
3	When I visited the One-Stop Career Center, I was served in a reasonable amount of time	26	7			3		
4	The application process and all pertinent information were clearly explained	26	8	1				
5	Overall, I was satisfied with the services I received at the One-Stop Career Center	29	6	1				
Are you aware that funding for the WIA program comes from the Coastal Workforce Investment Board?		Yes	No					
6		23	13					
How did you find out about the WIA program?		Career Center	Friend	Flyer	School	Other		
7		18	8	3	4	9		

MIDPOINT CUSTOMER SERVICE SURVEY								
Mailed	47							
Responses	34							
Percentage	29.79%							
Career Center where you were served:		Brunswick	Effingham	Hinesville	Kings Bay	Savannah	Statesboro	
		2	0	0	3	6	3	
Statements		Strongly Agree	Agree	Disagree	Strongly Disagree	Neutral		
1	My Career Advisor did a good job helping me evaluate my skills and determining the best course of action to help me achieve my goals	8	5	1	0	0		
2	Sufficient equipment (computers, copier, fax machine and printer) was available in the resource area and was in proper operating condition.	9	4	0	0	1		
3	Overall, I was satisfied with the services I received at the One-Stop Career Center	9	4	1	0	0		
Questions		Yes	No					
4	Are you aware that funding for the WIA program comes from the Coastal Workforce Investment Board?	12	2					
5	Please rate your satisfaction with the services you received by the WIA Career Advisor at the One-Stop Center	Excellent	Average	Poor	N/A			
		8	4	0	2			
		5	3	0	6			
		10	3	0	0			
		9	4	0	1			
		11	3	0	0			

FINAL CUSTOMER SURVEY								
Mailed	63							
Responses	10							
Percentage	15.87%							
Career Center where you were served:		Brunswick	Effingham	Hinesville	Kings Bay	Savannah	Statesboro	
		4	0	0	5	1	0	
Statements		Strongly Agree	Agree	Disagree	Strongly Disagree	Neutral	Did not seek assistance	
1	My Career Advisor did a good job helping me evaluate my skills and determining the best course of action to help me achieve my goals.	8	2	0	0	0		
2	I believe the training I received prepared me for employment.	7	3	0	0	0		
3	Overall, I was satisfied with the services I received at the One-Stop Career Center.	6	4	0	0	0		
7	My Career Advisor was helpful in assisting me in finding a job.	2	2	2	0	4	3	
Questions		Full Time	Part Time	Unavailable	Not Employed			
4	What is your current employment status?	4	1	1	5			
If self employed, how is your business related to your training?		Directly Related	Not Related	Somewhat Related	Not Applicable			
5		1	0	0	8			
If employed, approximately how long after your completion of training did it take you to find suitable employment?		Prior to Graduation	Within 1 Month	Within 1-3 Months	Within 3-5 Months	More Than 5 Months	Not Yet Satisfactorily Employed	No Answer
6		2	1	2	0	0	4	1
If employed out of my field of training, I am working out-of-field because:		Unable to find employment in my field	I chose/ preferred to work out of field	I found a better paying job in another field	No Answer			
8		0	0	1	9			
If employed, your current position is:		In my field of technical training	Related to my field of training	Not related to my current training	No Answer			
9		4		2	3			
Are you continuing, or do you plan to continue, your education?		Yes	No					
8		7	How?					
		1	employer/tech college	2				
		6	college					