

TOTAL SURVEYS AND RESPONSES THROUGH DECEMBER, 2011
COMMENTS AND ADDITIONAL INFORMATION

INITIAL CUSTOMER SURVEY

COMMENTS

- APR** Senja Peterson, at the Savannah Career Center, was extraordinarily helpful. She assisted me through the entire process. Thank you all so much. It was a great help.
Thank you Mr. Burksteiner. You were very helpful and polite. Thank you Workforce Investment Board. Thank you Mr. Yates is really great!
The program is much appreciated and beneficial to displaced workers, the community and the State of Georgia. Nancy Bandy is very knowledgeable and helpful; as well as always being available to answer questions. Mrs. Nancy Bandy was and still is very helpful to me and also very encouraging.
Mr. Carl Yates is very thorough and helpful. He is an asset to your organization.
Thanks
The WIA program is a great program. I know it has helped a lot of people and will help more in the future. I want this program to not very well known. If it hadn't been for a friend telling me about this program I wouldn't have known about it.
The folks at the One-Stop Career Center were very knowledgeable and professional. Things went exactly as planned. The staff at the Savannah Career Center was always professional and handled each individual to include myself. Until I got the correct person, I kept getting the run-around and I had to keep asking direction which was frustrating. Ms Senja Peterson has been an excellent person of contact regarding my application process. She has been very helpful.
- JUN** I have enjoyed my experience working with the employees at the One-Stop Career Center in Hinesville. Very professional and helpful. Erin Waters is very knowledgeable and polite.
Only problem I have is not being notified when we need to re-certify for our unemployment. It would help a lot if we were notified.
- OCT** My Career Advisor makes me feel welcome and she cares about my success (Ms. Latrell).
- NOV** I am very thankful for the WIA program. They are courteous and involved with my needs. I am proud to be a part of it.

Initial Survey - Optional Participant Information

- APR** Reginald Escala; Automotive Technology; escala@hotmail.com; 51 Cathy Road, Hinesville, GA 31313; 505-681-5858; April 29, 2011
Thomas R. Macintyre; Drafting; silahope@hotmail.com; 1114 Jacquelyn Drive, Savannah, GA 31406; 912-353-9874; April 17, 2011
Sheila Rice; LPN; bickert25@yahoo.com; 5754 E. Oglethorpe Highway, Midway, GA 31320; 912-312-7437; April 22, 2011
Elan Holton; Microsoft Office Specialist; elan_holton@att.net; 1508 Heron Street, Savannah, GA 31415; 912-384-6415; April 16, 2011
Katherine Pridgeon; RN; kmpridgeon@gmail.com; 116 Harvest Drive, Springdale, GA 31329; 912-308-1998; April 12, 2011
Rosalie McMonagle; Web Master Developer; rosenreg@comcast.net; 7 Woods Way, Pooler, GA 31322; April 15, 2011
Charles Simpson
Ruth Ogilby; RN; Nursing; Ruthanne942@aol.com; 7055 GA Highway 24 West, Waynesboro, GA 30380; 706-871-1385; April 13, 2011
Jean Secor; Med. Office Assistant; jse0789@gmail.com; 67 Neil St. NE, Ludowici, GA 31316; 912-977-8657; April 14, 2011
Jules Damien Lewis; Air Conditioning Technology; jdlw24@yahoo.com; 441 E. Main Street, Apt. 503, Statesboro, GA 30459; 912-687-3386; April 21, 2011
Gregory N. Ross; CDL; gregorynross46@yahoo.com; 465 Montgomery Street, Savannah, GA 31401; 912-503-4777; April 22, 2011
Stephe Michael; MCSA; smichaek2@comcast.net; 5 Williamsburg Manor, Savannah, GA 31419; 912-660-0953; 5/29/11
Nadia Meyers; Savannah School of Massage Therapy; Savannah, GA 31405; 4/19/11
- JUN** Mark Beal; Project Management; markbeal@gmail.com; 4 Vista Point Drive, Savannah, GA 31406; 912-354-4866; September 13, 2011
- OCT** Rosemary Cope; MCS; rmcopina@yahoo.com; 314 Church Road, Springfield, GA 31329; 912-704-1632; October 15, 2011
Ken Lemmond; Commercial Truck Driving; klemmond@comcast.net; 1290 Blythe Island Drive, Brunswick, GA 31525; 912-270-2497; October 17, 2011
Christi Chambers; Database Design & Website Development; 200 Windsong Drive, Richmond Hill, GA 31324; October 17, 2011
- NOV** Flisia Ogburn; Radiologic Technology; jgbrum1@gmail.com; 17931 Hwy 67S, Apt 1007, Statesboro, GA 30458; 1/5/12

MIDPOINT CUSTOMER SERVICE SURVEY

COMMENTS

- OCT** The only thing that bothered me was if I was on unemployment I would have been in a different category and may have had help earlier. So if I was already getting help I could have gone more help quicker maybe. Thank you. I appreciate the help. :)
Thank you for the wonderful opportunity to enable me to further my education.
I think Key Givson is an incredible Career Advisor. I have enjoyed working with her and feel she is an asset to the Georgia Department of Labor.
I really appreciate the WIA program and the employees at the one-stop career center who helped me get this far.
- NOV** The only help I received was with my books and travel pay. The Advisor I had was very helpful and available whenever I had any questions.
Kelly Gilson is an amazing and professional advisor. She always completes tasks in a timely manner and is always quick to answer questions.
Great Staff!
The WIA program is great. It has allowed me to continue with my college classes.
- DEC** It is my pleasure to provide you with additional comments regarding my experience with the Coastal Workforce Investment Board, primarily my experiences with my career advisor Senja Peterson. Senja is a remarkable and dedicated individual. From the beginning, she provided me with invaluable assistance in navigating all the steps involved in applying for the funding necessary to take the courses I need to change careers. But this was only the beginning. Senja continues to contact me, on regular basis, to check on my progress and when it's required, to make sure I get her all the information needed to get set up for the next semester, in a timely manner. She expresses a real interest in my academic achievements which surprisingly is one of the things that motivates me to continue doing well. You can hear the sincere excitement in her voice when she learns of my successes. She genuinely cares about her clients and wants them all to do well. Senja is a tremendous asset to the Coastal Workforce Investment Board and everyone that is lucky enough to her as a career advisor. Sincerely, Rip Macintyre

Midpoint Survey - Optional Participant Information

- OCT** Leah Ruth; Medical Assisting; lvra@student.ogeecheetech.edu; 1324 Leaffield Station, Brooklyn, GA 30415; 239-851-8209; June 29, 2011
Katy Corey; BSN; KBRD4788@yahoo.com; 201 Lisa Lane, St. Marys, GA 30558; July 11, 2011
Danielle Seikkinen; Early Childhood Education/SPED; danieleseikkinen@yahoo.com; 1802 Shadowlawn Drive, St. Marys, GA 31558; 912-552-1160; July 29, 2011
Teresa Harrison; Business Administrative Associate Degree; tmh0516@yahoo.com; 948 Zeigler Road, Bloomingdale, GA 31302; 912-242-6768; October 18, 11
Amy McBride; Nursing Program at CCGA; mcbridamy@rocketmail.com; 83 Broad Beach CT, Savannah, GA 31410; 706-371-7744; September 20, 2011
- NOV** Celia Julian; Computers; cnjulian_5@yahoo.com; 207 Mendel Avenue, Savannah, GA 31406; 912-844-0224; 1/1/12
Danielle Seikkinen; Early Childhood Education/SPED; danieleseikkinen@yahoo.com; 1802 Shadowlawn Drive, St. Marys, GA 31558; 912-552-1160; 12/29/11
Ruth Ogilby; Associate Degree in Nursing; Ruthanne942@aol.com; 7055 GA Hwy 24W, Waynesboro, GA 30380; 706-871-1385; 12/29/11
- DEC** Brandi Bennett; Early Childhood/Special Education; 130 Brighton Circle, Brunswick, GA 31525; 912-262-1136; 12/30/11

FINAL CUSTOMER SERVICE SURVEY

COMMENTS

- JUN** I am currently looking for employment. I have one job offer and a couple of interviews set up this week. So hopefully I should be employed before the end of the month.
School needs a shady area in back of school so drivers can set while waiting to drive trucks. The sun is VERY hot out on the pavement.
Anytime there are changes in how things are done or due dates the students need to be informed. I think this improved toward the end of my program (communication).
Erin was very helpful through the whole process. Very good employee.
- OCT** Earl Berksteiner @ GA Dept Labor helped me - He is a good guy and very professional!

Final Survey - Optional Participant Information

- JUN** Alexandria Ramsey; Nursing RN; alexandra-ramsey@yahoo.com; P O Box 838, Joey Oliver, SC; CDL 111 Bellvue Ct, St Marys, GA 31558
Mary Mizurabo; Nursing; lmmatte@yahoo.com; 206 Miller Street, St Marys, GA 31558
L. D. Fisher; CDL Driving School; lfisherltd@gmail.com; 2100 Edmonson Street, Jennifer Huberdaudt; RN/Associates of Science; jhuberdaudt@gmail.com; 304
- OCT** Selesia Flint; Practical Nursing; Selesia@att.net; 3109 Martin Luther King Jr Blvd., Brunswick, GA 31520; 912-988-6680; September 15, 2011