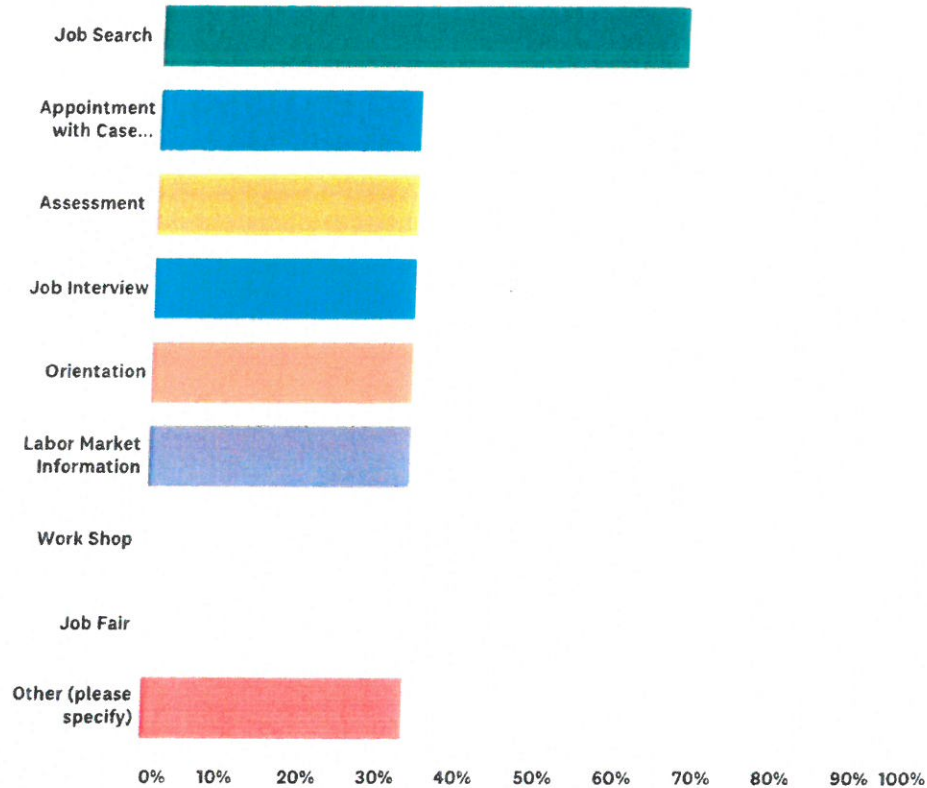


Virginia Career Works - Central Region Customer Survey

Q1 What was the purpose of your visit to Virginia Career Works Lynchburg Center today? (Select all that apply)

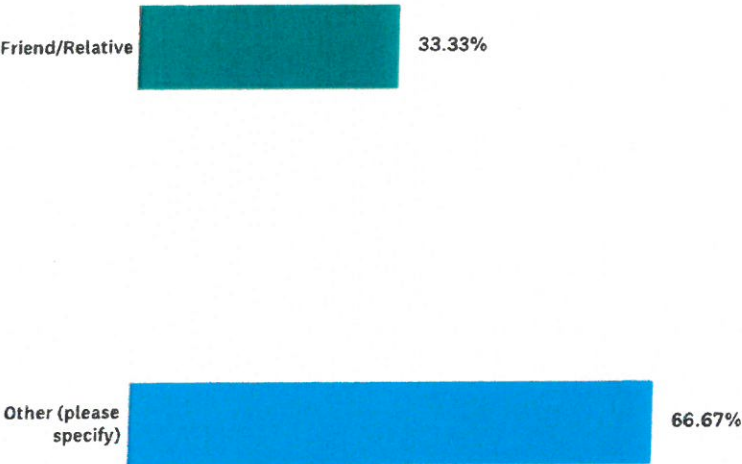
Answered: 3 Skipped: 0



ANSWER CHOICES	RESPONSES	
Job Search	66.67%	2
Appointment with Case Manager	33.33%	1
Assessment	33.33%	1
Job Interview	33.33%	1
Orientation	33.33%	1
Labor Market Information	33.33%	1
Work Shop	0.00%	0
Job Fair	0.00%	0
Other (please specify)	33.33%	1
Total Respondents: 3		

Q2 How did you hear about Virginia Career Works Lynchburg Center?

Answered: 3 Skipped: 0



ANSWER CHOICES

Friend/Relative (6)
Other (please specify) (9)
TOTAL

RESPONSES

33.33%	1
66.67%	2
	3

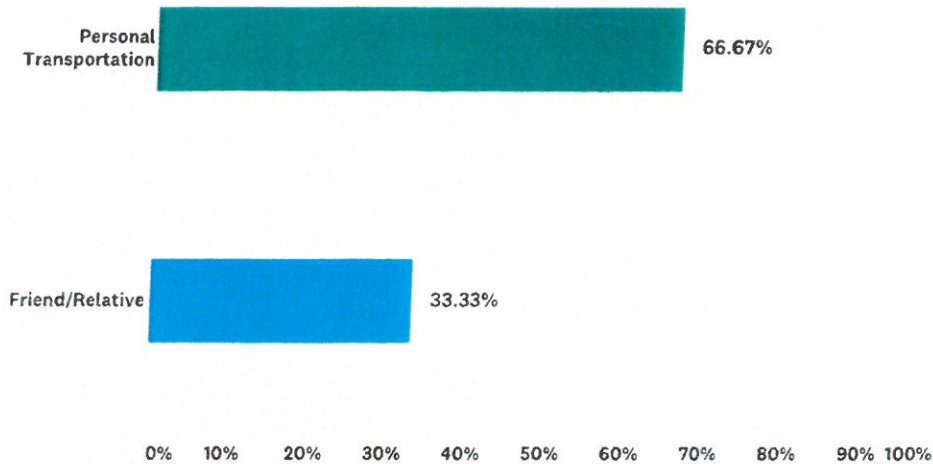
BASIC STATISTICS

Minimum 6.00	Maximum 9.00	Median 9.00	Mean 8.00	Standard Deviation 1.41
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Virginia Career Works - Central Region Customer Survey

Q3 What mode of transportation do you typically use when visiting Virginia Career Works Lynchburg Center or going on job interviews?

Answered: 3 Skipped: 0



ANSWER CHOICES

Personal Transportation (1)

Friend/Relative (3)

TOTAL

RESPONSES

66.67%

33.33%

2

1

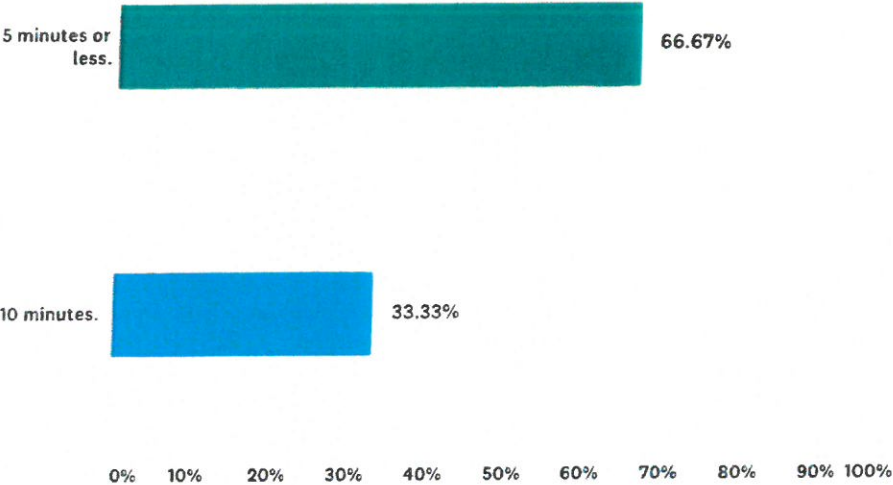
3

BASIC STATISTICS

Minimum	Maximum	Median	Mean	Standard Deviation
1.00	3.00	1.00	1.67	0.94

Q4 While visiting the Lynchburg Center today, I waited in the lobby for...

Answered: 3 Skipped: 0



ANSWER CHOICES

5 minutes or less (1)

10 minutes (2)

TOTAL

RESPONSES

66.67% 2

33.33% 1

3

BASIC STATISTICS

Minimum	Maximum	Median	Mean	Standard Deviation
1.00	2.00	1.00	1.33	0.47

Virginia Career Works - Central Region Customer Survey

Q5 Please select the category of services you received today (check all that apply).

Answered: 2 Skipped: 1

Employment &
Career Services

100.00%

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

ANSWER CHOICES

Employment & Career Services (1)

Total Respondents: 2

RESPONSES

100.00%

2

BASIC STATISTICS

Minimum
1.00

Maximum
1.00

Median
1.00

Mean
1.00

Standard Deviation
0.00

Virginia Career Works - Central Region Customer Survey

Q6 Did the staff member(s) assisting you today treat you with dignity and respect?

Answered: 3 Skipped: 0



0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

ANSWER CHOICES

Agree (1)

TOTAL

RESPONSES

100.00%

3

3

BASIC STATISTICS

Minimum
1.00

Maximum
1.00

Median
1.00

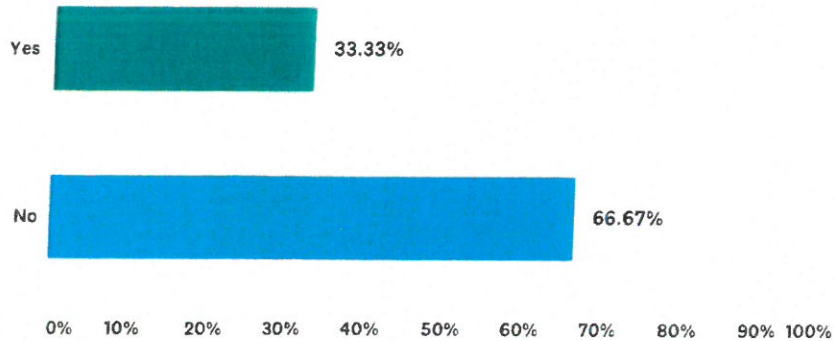
Mean
1.00

Standard Deviation
0.00

Virginia Career Works - Central Region Customer Survey

Q7 Were you offered information or services other than those you requested today? (Either verbally or provided written materials.)

Answered: 3 Skipped: 0



ANSWER CHOICES

Yes (1)

No (2)

TOTAL

RESPONSES

33.33%

66.67%

1

2

3

BASIC STATISTICS

Minimum
1.00

Maximum
2.00

Median
2.00

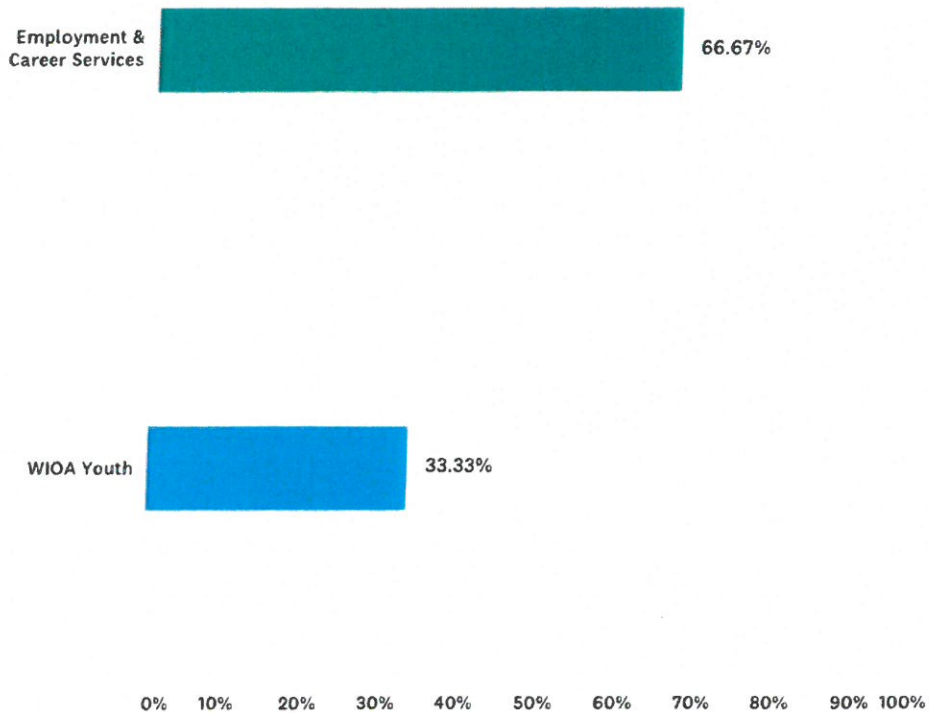
Mean
1.67

Standard Deviation
0.47

Virginia Career Works - Central Region Customer Survey

Q8 During my visit, I was made aware of the following workforce services/resources which may be available to assist me. (Select all that apply.)

Answered: 3 Skipped: 0



ANSWER CHOICES

Employment & Career Services (1)

WIOA Youth (6)

Total Respondents: 3

RESPONSES

66.67% 2

33.33% 1

BASIC STATISTICS

Minimum	Maximum	Median	Mean	Standard Deviation
1.00	6.00	1.00	2.67	2.36

Virginia Career Works - Central Region Customer Survey

Q9 I had access to equipment and resources to complete an effective job search.

Answered: 3 Skipped: 0



0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

ANSWER CHOICES

Agree (1)

TOTAL

RESPONSES

100.00%

3

3

BASIC STATISTICS

Minimum
1.00

Maximum
1.00

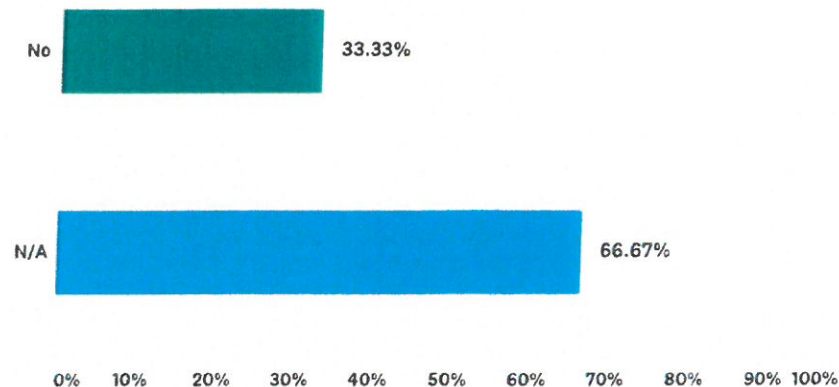
Median
1.00

Mean
1.00

Standard Deviation
0.00

Q10 If you are an individual with a disability, was the Lynchburg Center easily accessible and did it have the resources and/or assistive technology you needed during your visit? If no, please explain.

Answered: 3 Skipped: 0



ANSWER CHOICES

No (2)

N/A (3)

Total Respondents: 3

RESPONSES

33.33%

66.67%

1

2

BASIC STATISTICS

Minimum
2.00

Maximum
3.00

Median
3.00

Mean
2.67

Standard Deviation
0.47

Virginia Career Works - Central Region Customer Survey

Q11 Staff was able to answer my questions and I have an action plan for what to do next.

Answered: 3 Skipped: 0

Agree

100.00%

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

ANSWER CHOICES

Agree (1)

TOTAL

RESPONSES

100.00%

3

3

BASIC STATISTICS

Minimum
1.00

Maximum
1.00

Median
1.00

Mean
1.00

Standard Deviation
0.00

Q12 How satisfied were you with the assistance provided to you by the staff?

Answered: 3 Skipped: 0



0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

ANSWER CHOICES

Very Satisfied (1)

TOTAL

RESPONSES

100.00%

3

3

BASIC STATISTICS

Minimum
1.00

Maximum
1.00

Median
1.00

Mean
1.00

Standard Deviation
0.00

Q13 How likely are you to recommend our services to others?

Answered: 3 Skipped: 0



0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

ANSWER CHOICES

Very Likely (1)

TOTAL

BASIC STATISTICS

Minimum	Maximum	Median	Mean	Standard Deviation
1.00	1.00	1.00	1.00	0.00

RESPONSES

100.00%	3
	3

Virginia Career Works - Central Region Customer Survey

Q14 How can we improve our services?

Answered: 2 Skipped: 1

#	RESPONSES	DATE
1	Service was great and I think it would be hard to improve!!	7/31/2018 12:46 PM
2	Service is great	7/31/2018 12:37 PM