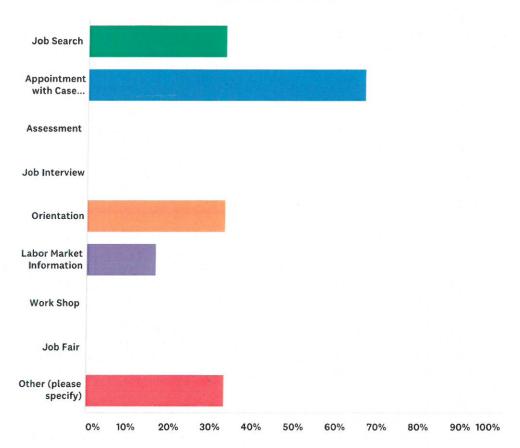
Q1 What was the purpose of your visit to Virginia Career Works Lynchburg Center today? (Select all that apply)

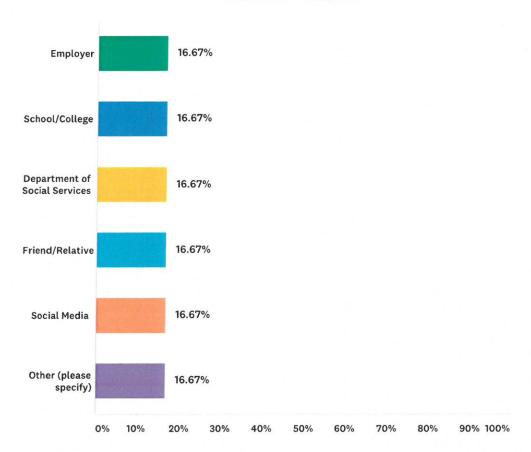




ANSWER CHOICES	RESPONSES	
Job Search	33.33%	2
Appointment with Case Manager	66.67%	4
Assessment	0.00%	0
Job Interview	0.00%	0
Orientation	33.33%	2
Labor Market Information	16.67%	1
Work Shop	0.00%	0
Job Fair	0.00%	0
Other (please specify)	33.33%	2
Total Respondents: 6		

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

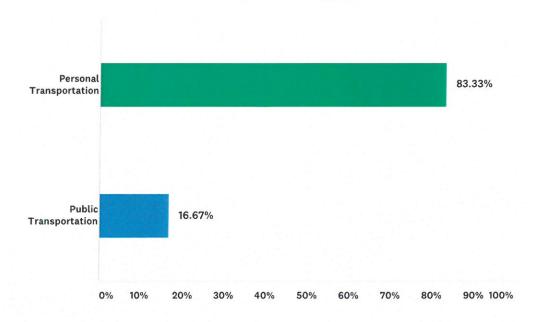




ANSWER CHOICES				RESPONSES	
Employer (1)				16.67%	1
School/College (2)				16.67%	1
Department of Social Services (5)				16.67%	1
Friend/Relative (6)				16.67%	1
Social Media (7)				16.67%	1
Other (please specify) (9)				16.67%	1
TOTAL					6
BASIC STATISTICS					
Minimum 1.00	Maximum 9.00	Median 5.50	Mean 5.00	Standard Deviation 2.77	

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

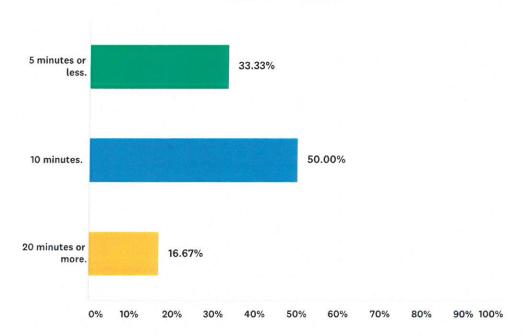




ANSWER CHOICES			RESP	ONSES	
Personal Transportation (1)			83.33	%	5
Public Transportation (2)			16.679	%	1
TOTAL					6
BASIC STATISTICS					
Minimum 1.00	Maximum 2.00	Median 1.00	Mean 1.17	Standard Deviation 0.37	

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

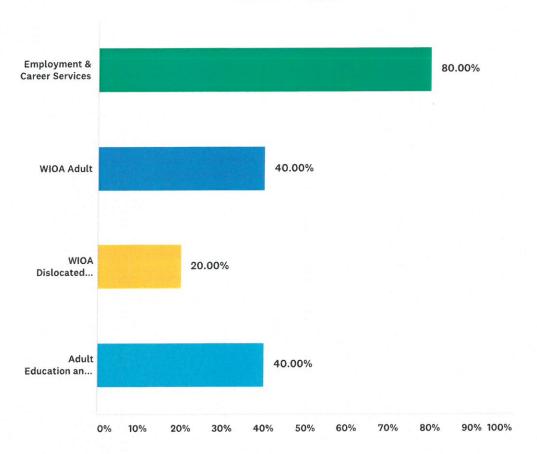




ANSWER CHOICES			RESPONS	ES	
5 minutes or less. (1)			33.33%		2
10 minutes. (2)			50.00%		3
20 minutes or more. (4)			16.67%		1
TOTAL					6
BASIC STATISTICS					
Minimum 1.00	Maximum 4.00	Median 2.00	Mean 2.00	Standard Deviation 1.00	

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

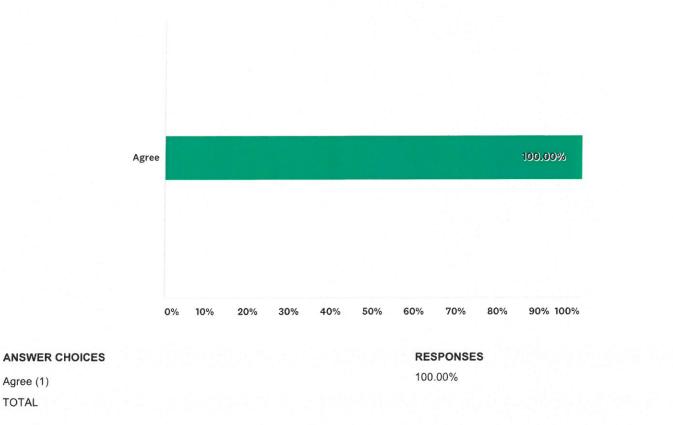
Answered: 5 Skipped: 1



ANSWER CHOICES				RESPONSES	
Employment & Career Services (1)				80.00%	4
WIOA Adult (4)				40.00%	2
WIOA Dislocated Worker (5)				20.00%	1
Adult Education and Literacy (7)				40.00%	2
Total Respondents: 5					
BASIC STATISTICS					
Minimum 1.00	Maximum 7.00	Median 4.00	Mean 3.44	Standard Deviation 2.41	

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





6

6

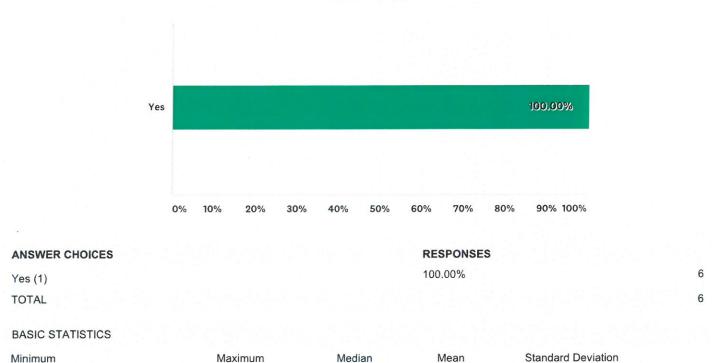
BASIC STATISTICS

Agree (1) TOTAL

Standard Deviation Minimum Maximum Median Mean 1.00 1.00 0.00 1.00 1.00

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





1.00

1.00

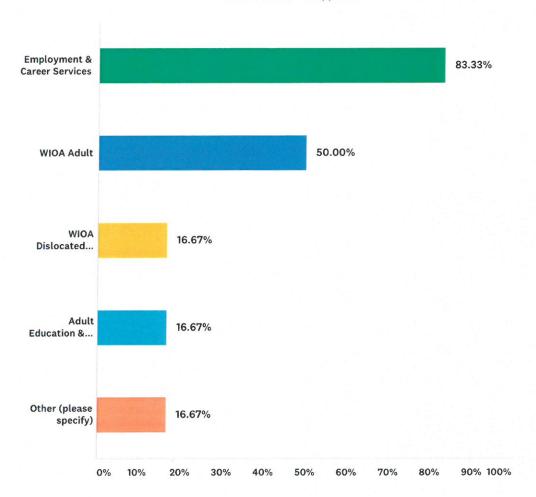
0.00

1.00

1.00

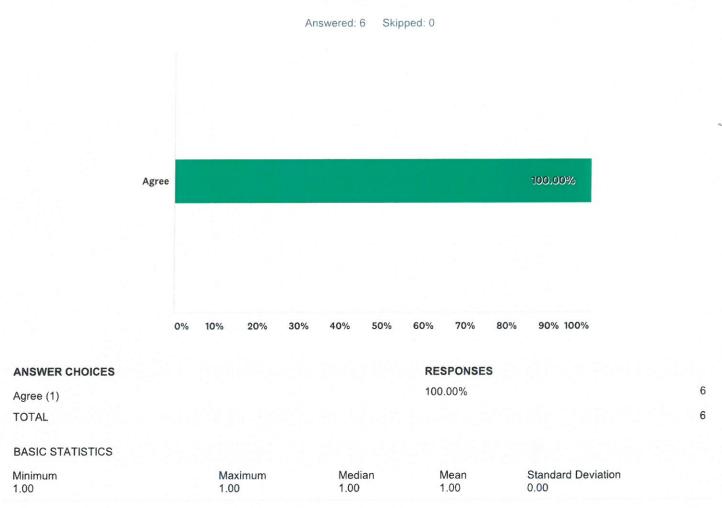
Q8 During my visit, I was made aware of the following workforce services/resources which may be available to assist me. (Select all that apply.)



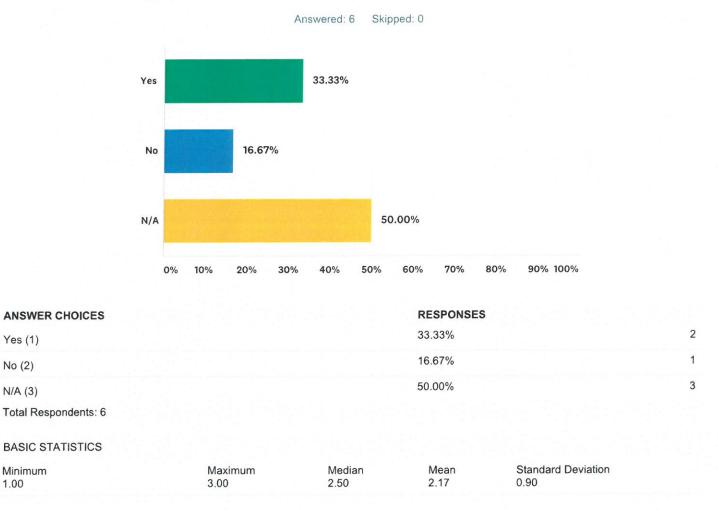


ANSWER CHOICES				RESPONSES	
Employment & Career Services (1)		83.33%	5		
WIOA Adult (4)			50.00%		
WIOA Dislocated Worker (5)				16.67%	1
Adult Education & Literacy (7)			16.67%		
Other (please specify) (10)			16.67%		
Total Respondents: 6					
BASIC STATISTICS					
Minimum 1.00	Maximum 10.00	Median 4.00	Mean 3.55	Standard Deviation 2.84	

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



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.

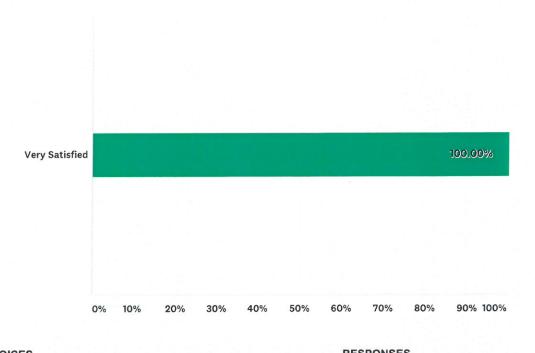


Q11 Staff was able to answer my questions and I have an action plan for what to do next.



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



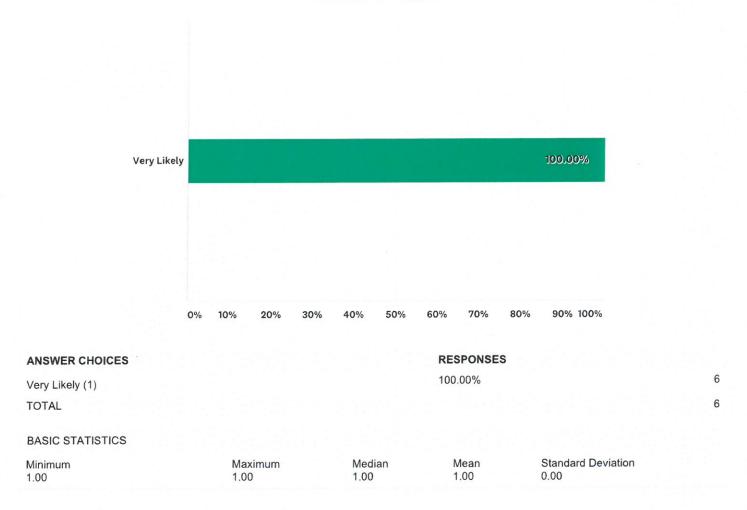


ANSWER CHOICES			RESPONSES		
Very Satisfied (1)			100.00%		
TOTAL					
BASIC STATISTICS					
Minimum	Maximum	Median	Mean	Standard Deviation	
1.00	1.00	1.00	1.00	0.00	

6

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

Answered: 6 Skipped: 0



Virginia Career Works - Central Region Customer Survey

Q14 How can we improve our services?

Answered: 1 Skipped: 5

#	RESPONSES	DATE
1	I don't know of any at this time.	8/21/2018 2:21 PM