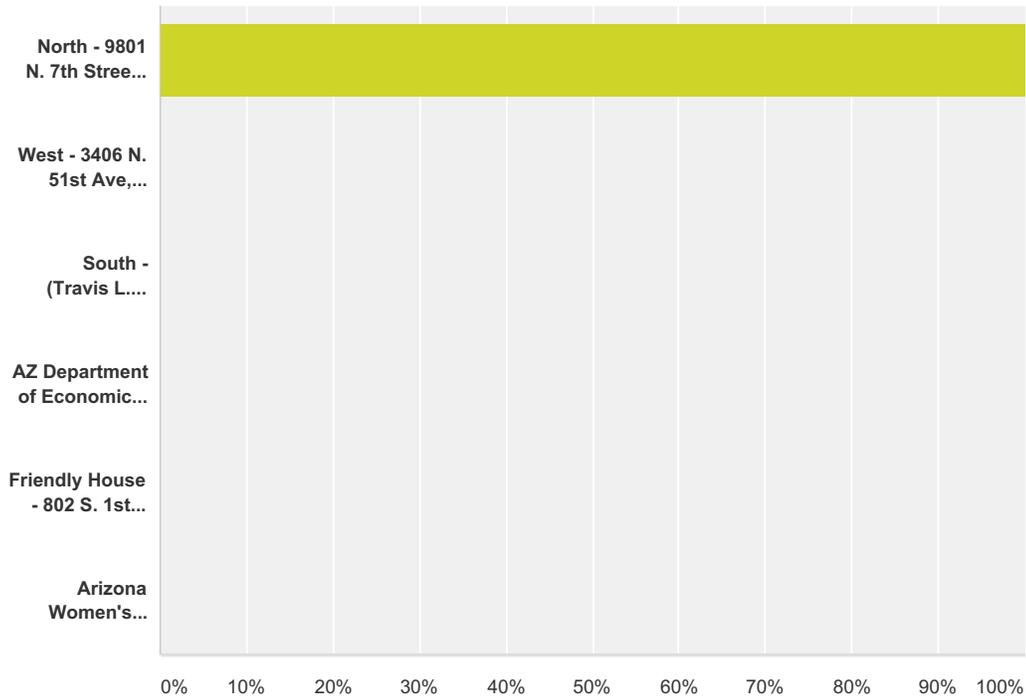


### Q1 Tell us about your visit to the One-Stop Center at:

Answered: 21 Skipped: 0

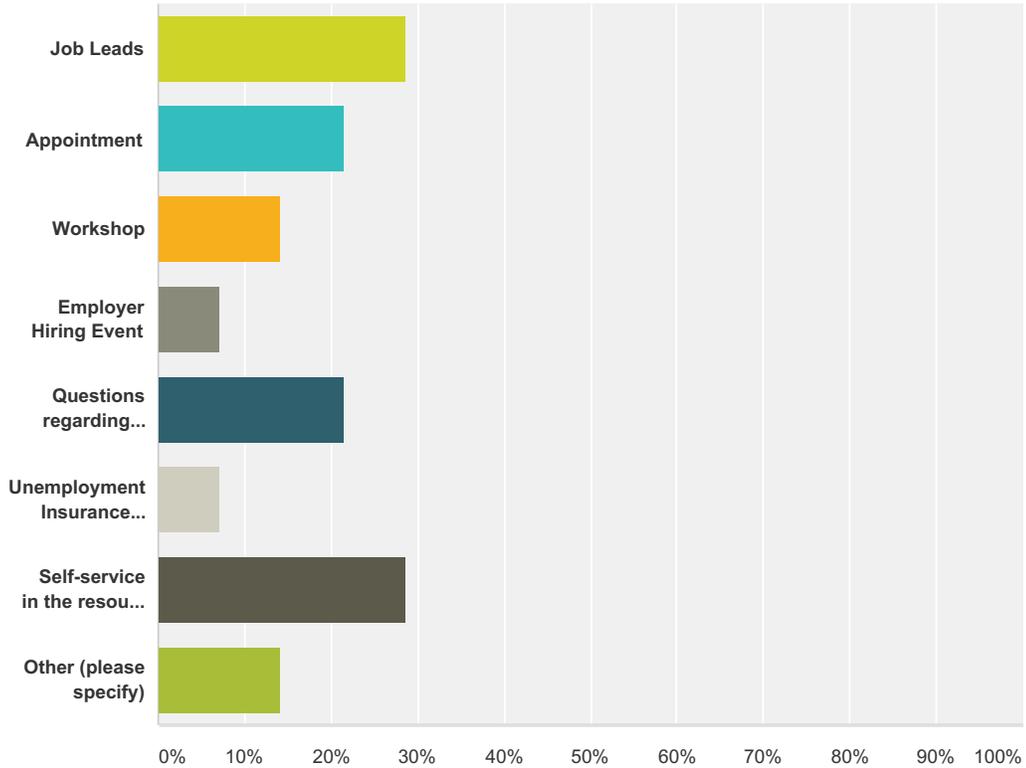


Answer Choices	Responses
North - 9801 N. 7th Street, Phoenix, AZ 85020	100.00% 21
West - 3406 N. 51st Ave, Phoenix, AZ 85031	0.00% 0
South - (Travis L. Williams) 4732 S. Central Ave., Phoenix, AZ 85040	0.00% 0
AZ Department of Economic Security, 4635 S. Central Ave., Phoenix, AZ 85040	0.00% 0
Friendly House - 802 S. 1st Ave., Phoenix, AZ 85003	0.00% 0
Arizona Women's Education and Employment (AWEE) - 914 W. Hatcher, Phoenix, AZ 85021	0.00% 0
<b>Total</b>	<b>21</b>

### Q2 What brought you to the center for this visit?

Answered: 14 Skipped: 7

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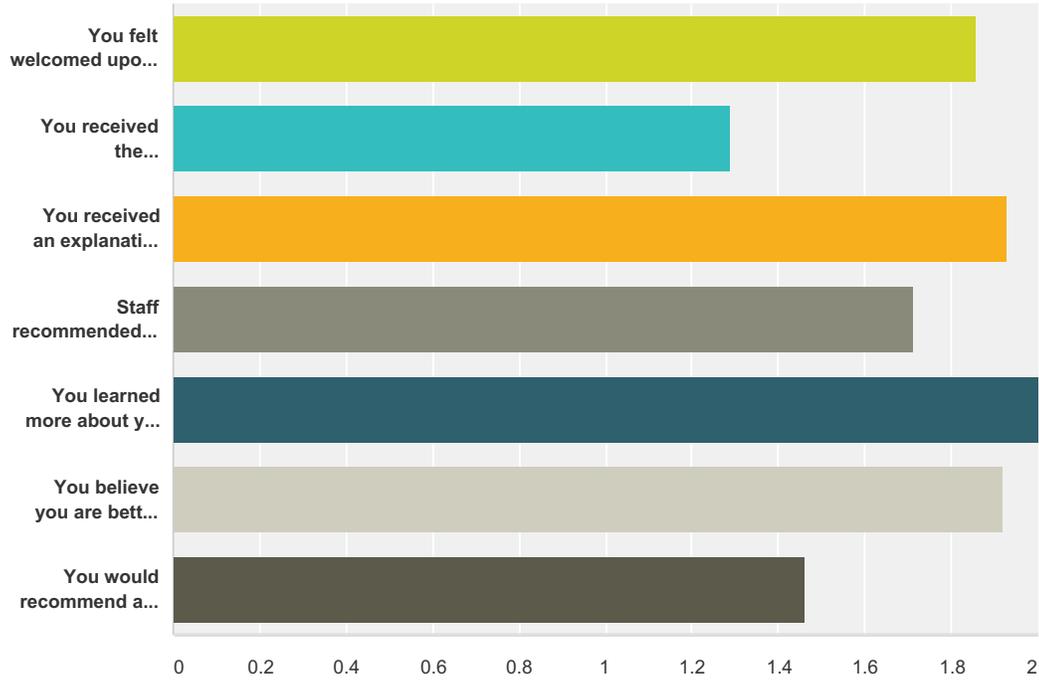
Answer Choices	Responses
Job Leads	28.57% 4
Appointment	21.43% 3
Workshop	14.29% 2
Employer Hiring Event	7.14% 1
Questions regarding training services	21.43% 3
Unemployment Insurance question	7.14% 1
Self-service in the resource room - internet, fax, copy machine, telephone	28.57% 4
Other (please specify)	14.29% 2
<b>Total Respondents: 14</b>	

#	Other (please specify)	Date
1	WIOA Grant	12/6/2016 2:44 PM
2	Workers assessment	12/6/2016 10:51 AM

**Q3 Please rate the statements below:**

Answered: 14 Skipped: 7

## ARIZONA@WORK City of Phoenix



	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total	Weighted Average
You felt welcomed upon entering the center.	42.86% 6	42.86% 6	7.14% 1	0.00% 0	7.14% 1	14	1.86
You received the information/service you were seeking today.	71.43% 10	28.57% 4	0.00% 0	0.00% 0	0.00% 0	14	1.29
You received an explanation of the benefits of membership.	28.57% 4	50.00% 7	21.43% 3	0.00% 0	0.00% 0	14	1.93
Staff recommended another service to you.	42.86% 6	42.86% 6	14.29% 2	0.00% 0	0.00% 0	14	1.71
You learned more about your skills during this visit.	30.77% 4	38.46% 5	30.77% 4	0.00% 0	0.00% 0	13	2.00
You believe you are better prepared to find a job than you were before the visit.	30.77% 4	46.15% 6	23.08% 3	0.00% 0	0.00% 0	13	1.92
You would recommend a friend visit a One-Stop Center for their job search.	61.54% 8	30.77% 4	7.69% 1	0.00% 0	0.00% 0	13	1.46

### Q4 Any additional comments?

Answered: 7 Skipped: 14

#	Responses	Date
1	I am very happy to be here , friendly staff and got more info Thank you	12/19/2016 10:56 AM
2	Service appreciated	12/19/2016 9:45 AM
3	Staff was exceptionally helpful with job leads and provided great tips on how to proceed with job search.	12/12/2016 11:00 AM
4	the staff helped to restore self confidence.	12/8/2016 12:47 PM

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5	<p>Without Stephanie Larkins and the lady (whom I forgot her name) that setup the appointment with Stephanie Larkins it would have been a horrible experience. The other staff pretty much set and chat about their outside life and made several of us wait over 3 hours to find out it was one of them we met with in the beginning, one was the manager. But Stephanie Larkins and her assistant turned it all around. They know what they are talking about and did their job exceptionally well! I give full credit to these two ladies from taking a nightmare experience into a progressive/productive experience that leads to a future. The others should work at goodwill to be honest.</p>	12/6/2016 2:44 PM
6	<p>I don't think that an unemployed person should have to drive to an office 45 min. away from home to retrieve their user name and password. I was on this site last time I was laid off seven years ago and already had log in info, but DES or AZ@Work reset everything and wouldn't let me log on from home. Although the people were extremely friendly, helpful and knowledgeable, it took money, time and wear and tear on my car just to get a name and password. In fact, THEY had to call DES to get my user name and password while I was sitting there! I understand this is keeping people employed, however, it's hurting those of us who need to conserve gas, money, and time because we are out of work. I believe that it's a ridiculous rule that, frankly, needs to change. Thank you.</p>	12/6/2016 11:06 AM
7	<p>They are slow!!!!!!</p>	12/6/2016 10:05 AM