Customer Surveys Q1 (January 1, 2020 – March 31, 2020)

CDO WORKFORCE

COMBINED DATA FROM ALL CENTERS (Delhi, Sidney, Norwich, Oneonta)

Number of Respondents: 78

Question 1: Are you a First, Repeat or Mandated Customer? (Customer can select more than one answer, e.g., “First” and “Mandated”.)

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>First</td>
<td>60, 76%</td>
</tr>
<tr>
<td>Repeat</td>
<td>12, 15%</td>
</tr>
<tr>
<td>Mandated</td>
<td>7, 9%</td>
</tr>
</tbody>
</table>

Question 2: Were you satisfied with the services you received? 100% of respondents are satisfied.

Question 3: Would you recommend CDO Workforce to others? 100% of respondents are satisfied.

Question 4: Summary Data Suggestions for Other Services: Most respondents said none, some suggestions were: Heat/Housing, Workshops in Sidney, More computer classes, Help with transportation.

Question 5: Did we treat you in a courteous, respectful and knowledgeable manner? 100% of respondents are satisfied.

Question 6: Summary Comments or Problems: Most respondents were very satisfied.
DATA FROM INDIVIDUAL CENTERS:

CDO Workforce DELHI Customer Survey

Number of Respondents: 52

Question 1: Are you a First, Repeat or Mandated Customer? (Customer can select more than one answer, e.g., “First” and “Mandated”.)

<table>
<thead>
<tr>
<th>Answer Choices</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>First</td>
<td>11.34%</td>
</tr>
<tr>
<td>Repeat</td>
<td>78.85%</td>
</tr>
<tr>
<td>Mandated</td>
<td>11.34%</td>
</tr>
</tbody>
</table>

Total Respondents: 52

Question 2: Were you satisfied with the services you received? 100% of respondents are satisfied.

Question 3: Would you recommend CDO Workforce to others? 100% of respondents are satisfied.

Question 4: Summary Data Suggestions for Other Services: Most respondents said none, 1 respondent said “Heat/Housing.”

Question 5: Did we treat you in a courteous, respectful and knowledgeable manner? 100% of respondents are satisfied.
Question 6: Summary Comments or Problems: Most respondents were very satisfied, 1 respondent said “Finding the right job.”

CDO Workforce SIDNEY Customer Survey

Number of Respondents: 23

Question 1: Are you a First, Repeat or Mandated Customer? (Customer can select more than one answer, e.g., “First” and “Mandated”.)

Are you a first, repeat, or mandated customer? (Check all that apply.)

Answered: 23  Skipped: 0

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>First</td>
<td>26.09%</td>
</tr>
<tr>
<td>Repeat</td>
<td>60.37%</td>
</tr>
<tr>
<td>Mandated</td>
<td>4.33%</td>
</tr>
</tbody>
</table>

Total Respondents: 23

Question 2: Were you satisfied with the services you received? 100% of respondents are satisfied.

Question 3: Would you recommend CDO Workforce to others? 100% of respondents are satisfied.

Question 4: Summary Data Suggestions for Other Services: Most respondents said none, one suggested workshops in Sidney, one suggested more computer classes, one said help with transportation.

Question 5: Did we treat you in a courteous, respectful and knowledgeable manner? 100% of respondents are satisfied.

Question 6: Summary Comments or Problems: All respondents were very satisfied.

YEAR: 2020 CDO Workforce NORWICH Customer Survey

Number of Respondents: 2
Question 1: Are you a First, Repeat or Mandated Customer? Are you a First, Repeat or Mandated Customer? (Customer can select more than one answer, e.g., “First” and “Mandated”.) Both respondents were REPEAT customers.

Question 2: Were you satisfied with the services you received? 100% of respondents are satisfied.

Question 3: Would you recommend CDO Workforce to others? 100% of respondents are satisfied.

Question 4: Summary Data Suggestions for Other Services: None.

Question 5: Did we treat you in a courteous, respectful and knowledgeable manner? 100% of respondents are satisfied.

Question 6: Summary Comments or Problems: All respondents were very satisfied.

CDO Workforce ONEONTA Customer Survey

Number of Respondents: 1

Question 1: Are you a First, Repeat or Mandated Customer? Customer was a REPEAT customer.

Question 2: Were you satisfied with the services you received? 100% satisfied.

Question 3: Would you recommend CDO Workforce to others? 100% satisfied.

Question 4: Summary Data Suggestions for Other Services: None.

Question 5: Did we treat you in a courteous, respectful and knowledgeable manner? 100% satisfied.

Question 6: Summary Comments or Problems: None.