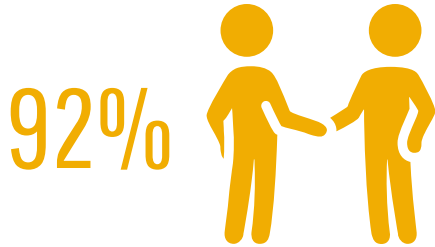


Kansas Department of Commerce

Workforce Services Division

Secret Shopper 2018
ksworksstateboard.org

COURTEOUS REPRESENTATIVES



Polite & Respectful

Kansas American Job Centers, located in **22 communities** across the State, serve more than **176,000 customers a year** with diverse employment.

In 2018, the *Public Policy and Management Center (PPMC)* at Wichita State University completed a secret shopper study assessing the quality of service provided to job seekers.

From March through September 2018, the *PPMC* coordinated **12 secret shopper evaluations** at **14 local Workforce Centers** across the state.

Shoppers represented **diversity** in age, race, job experience, education, as well as veterans and persons with disabilities.

SERVICES

Majority of referral services & information provided rated

Excellent/Good

ENCOURAGEMENT

3 out of 4



Excellent/Good staff encouragement about finding a job

89% WELCOMING ATMOSPHERE



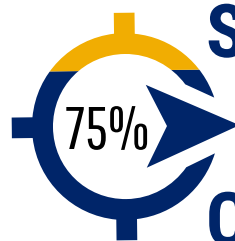
Friendly & Positive

Excellent/Good



86% EMPATHETIC SERVICE

Understood shoppers problems



STRONG

Representatives effectively explained the process of receiving services

COMMUNICATION



KANSAS WORKS