

Customer Satisfaction Survey - Participant

Your opinion counts! Please take a few moments to tell us how we did. Your feedback will help us serve you better. All responses to this survey are voluntary and will remain confidential.

Thank you!

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1. Why did you come to the American Job Center (AJC)/Career Center for assistance?

- ☐ I came in to file for Unemployment Insurance (UI) assistance only. No other services were sought or provided.
- ☐ I came in to file for Unemployment Insurance (UI) assistance and also received other services offered by the American Job Center (AJC)/Career Center.
- ☐ I came in for services offered at the American Job Center (AJC)/Career Center and **did not** file for Unemployment Insurance (UI).

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2. Which American Job Center (AJC)/Career Center location did you visit for assistance?

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3. On a scale from 1 to 5 with 1 being the lowest and 5 being the highest, how would you rate the provision of the following services:

	1 (Very Low)	2	3 (Neutral)	4	5 (Very High)	Don't Know/No Opinion	Not Applicable
Help with job search using the NEworks website (NEworks.nebraska.gov)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Help with resume and/or cover letter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Help with job application	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Help finding veterans services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Help finding labor market information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Help with job interview	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Help filing Unemployment Insurance benefits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Help with testing and/or assessments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Help finding information on training opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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4. Overall, how satisfied or dissatisfied were you with the employment services provided to you?

- | | |
|--|---|
| <input type="radio"/> Very Satisfied | <input type="radio"/> Somewhat Dissatisfied |
| <input type="radio"/> Somewhat Satisfied | <input type="radio"/> Very Dissatisfied |
| <input type="radio"/> Neither Satisfied nor Dissatisfied | <input type="radio"/> Don't Know/No Opinion |

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5. How professional (prompt, accurate, and businesslike) or unprofessional (impolite, inaccurate, and unbusinesslike) were the staff of the American Jobs Center (AJC)/Career Center?

- | | |
|---|---|
| <input type="radio"/> Very Professional | <input type="radio"/> Somewhat Unprofessional |
| <input type="radio"/> Somewhat Professional | <input type="radio"/> Very Unprofessional |
| <input type="radio"/> Neutral | <input type="radio"/> Don't Know/No Opinion |

6. How accessible or inaccessible were the staff of the American Jobs Center (AJC)/Career Center?

- | | |
|---|---|
| <input type="radio"/> Very Accessible | <input type="radio"/> Somewhat Inaccessible |
| <input type="radio"/> Somewhat Accessible | <input type="radio"/> Very Inaccessible |
| <input type="radio"/> Neutral | <input type="radio"/> Don't Know/No Opinion |

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7. How likely or unlikely are you to recommend our services to others?

- | | |
|---------------------------------------|---|
| <input type="radio"/> Very Likely | <input type="radio"/> Somewhat Unlikely |
| <input type="radio"/> Somewhat Likely | <input type="radio"/> Very Unlikely |
| <input type="radio"/> Neutral | <input type="radio"/> Don't Know/No Opinion |

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8. How did you hear about the jobseeker services?*(Please check all that apply)*

- | | |
|--|---|
| <input type="checkbox"/> Nebraska Department of Labor website (dol.nebraska.gov) | <input type="checkbox"/> Social Media |
| <input type="checkbox"/> NEworks (NEworks.nebraska.gov) | <input type="checkbox"/> Promotional Brochure/Flyer |
| <input type="checkbox"/> Word of Mouth Referral | <input type="checkbox"/> I was contacted by a Nebraska Department of Labor Representative |

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9. Would you like a Career Center staff member to contact you to discuss your experience?

☐ Yes

☐ No

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10. If yes, then please provide your contact information below:

Name

Email Address

Telephone Number

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11. Please use the space below to provide any comments or feedback: