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To: Local Area Administrators
SC Works Operators
DEW Area Directors
DEW Regional Managers

From: Nina Stagers, AED – Workforce Development
Diana Goldwire, AED – Employment Services

Subject: **Program Year 2025 SC Works Customer Satisfaction Surveys**

Date: February 10, 2026

This memorandum (memo) is to assist Local Workforce Development Areas (LWDAs) in completing *State Instruction Letter (SIL) 24-02, SC Works Customer Satisfaction Surveys* requirements for program year (PY) 2025. The Department of Employment and Workforce (DEW) will publish a SIL revision with updated guidance for PY26.

Federal regulation (20 CFR § 678.800) requires the State Workforce Development Board (SWDB) to identify objective criteria and procedures for Local Workforce Development Boards (LWDBs) to use when certifying SC Works centers and the workforce delivery system. The criteria must evaluate centers and the delivery system for effectiveness, including customer satisfaction. Evaluations for effectiveness must take into account feedback from SC Works customers. This requirement includes having a system in place to capture and respond to the specific customer feedback. In compliance with the regulations, *SIL 24-01, SC Works Certification Standards* requires LWDBs to use surveys to assess jobseeker and employer customer satisfaction.

Survey Questions

The standardized SC Works Jobseeker and Employer Survey Questions are attached to this memo. LWDAs must use these questions in their surveys and may include additional questions that are specific to the area. LWDAs may choose the survey designs and are encouraged to conduct and distribute surveys through a variety of methods.

Reporting Mechanism

The **LWDA Customer Satisfaction Feedback Form** will be used to collect survey data from local areas. To complete the form, LWDAs must use the feedback data collected from the jobseeker and employer customer satisfaction surveys.

On September 2, 2026, LWDAs will receive a URL link to complete the form from DEW's Workforce Reporting and Compliance (WRC) team. **The LWDA Customer Satisfaction Feedback Form must be filled out and submitted no later than October 2, 2026.**

Questions related to the reporting process of the LWDA Customer Satisfaction Feedback Form may be directed to WRC@dew.sc.gov.

SC Works Jobseeker Survey Questions

Use Guide:

1. LWDAs must create surveys for jobseeker customer satisfaction using the questions and answer options listed below, and the survey questions must be listed in order as seen below (except in the circumstance described in number four of this Use Guide).
2. LWDAs may design surveys as appropriate for their use, e.g., opt for appealing fonts and color schemes, customize for different methods of distribution.
3. LWDAs are encouraged to distribute surveys through a variety of means and through methods deemed most effective within their area.
4. LWDAs may include additional questions on surveys distributed within their area. If the LWDA chooses to add questions, these questions must appear between questions four and five of the survey order displayed below.

Survey Questions:

1. Thinking about your most recent experience, how did you access SC Works services?
 - a. I called my SC Works center.
 - b. I visited an SC Works center or received in-person services outside of an SC Works center.
 - c. I used the SC Works Online Services (SCWOS) website (jobs.scworks.org).
 - d. I used other virtual services (for example, attended a virtual job fair or visited the virtual engagement center).
2. What was your reason(s) for accessing SC Works services?

a. Unemployment assistance	j. Education/testing/training opportunities
b. Job search assistance	k. WIN testing
c. Apply for a job	l. Veteran services
d. Hiring event/job fair	m. Youth services
e. Attend a workshop	n. Report a problem
f. Attend an appointment	o. Other: _____
g. Find center location	
h. Career self-assessment	
i. Resume assistance	
3. Were you able to complete the purpose of your visit/use of SC Works services?

Yes	No	N/A
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4. How useful was the information you received while accessing SC Works services?

Not Useful

Very Useful

1 2 3 4 5 6 7 8 9 10

5. Overall, how would you rate your experience using SC Works services?

Poor

Excellent

1 2 3 4 5 6 7 8 9 10

6. Please share your comments and suggestions on how we can improve SC Works services.

a. [Include a comment area for this question.]

SC Works Employer Survey Questions

Use Guide:

1. LWDAs must create surveys for employer customer satisfaction using the questions and answer options listed below, and the survey questions must be listed in order as seen below (except in the circumstance described in number four of this Use Guide).
2. LWDAs may design surveys as appropriate for their use, e.g., opt for appealing fonts and color schemes, customize for different methods of distribution.
3. LWDAs are encouraged to distribute surveys through a variety of means and through methods deemed most effective within their area.
4. LWDAs may include additional questions on surveys distributed within their area. If the LWDA chooses to add questions, these questions must appear between questions four and five of the survey order displayed below.

Survey Questions:

1. Thinking about your most recent experience, in what way did you access SC Works services?
 - a. I called my SC Works center.
 - b. I visited an SC Works center or received in-person services outside of an SC Works center.
 - c. I used SC Works Online Services (jobs.scworks.org).
 - d. I used other virtual services (for example, attended a virtual job fair or visited the virtual engagement center).
2. What was your reason(s) for accessing SC Works services?
 - a. Attend an employer-related event
 - b. Attend a career fair
 - c. Host screenings/job interviews
 - d. Drop off job orders/pick up job applications
 - e. Inquire about SC Works services
 - f. Recruiting assistance
 - g. SC Works Online Services (SCWOS; jobs.scworks.org) assistance
 - h. Layoff or closure assistance
 - i. Assistance with training programs (on-the-job training [OJT], apprenticeship, customized training for workers)
 - j. Labor or job market information
 - k. Unemployment Insurance (UI) assistance
 - l. Report a problem
 - m. Other: _____

3. Were you able to complete the purpose of your visit/use of SC Works services?

Yes

No

N/A

4. How useful was the information you received in these services?

Not Useful

Very Useful

1

2

3

4

5

6

7

8

9

10

5. Overall, how would you rate your experience using SC Works services?

Poor

Excellent

1

2

3

4

5

6

7

8

9

10

6. Please share your comments and suggestions on how we can improve SC Works services.

a. [Include a comment area for this question.]