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Henry McMaster
Governor

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STATE INSTRUCTION NUMBER 24-02, Change 1

To: Local Workforce Area Signatory Officials
Local Workforce Area Board Chairs
Local Workforce Area Administrators

Subject: SC Works Customer Satisfaction Surveys

Issuance Date: June 18, 2026

Effective Date: July 1, 2026

Purpose: To provide standardized guidance for statewide customer satisfaction surveys. This guidance replaces State Instruction Letter 24-02.

References:

- Workforce Innovation and Opportunity Act, Public Law 113-128 § 116(e)(2)
- 20 CFR § 678.800
- Training and Employment Guidance Letter (TEGL) 5-18
- State Instruction Letters (SILs) 24-01, Change 1; 25-16
- Combined Center Operations and Business Engagement Plan (COBE Plan) Memorandum

Revision 1: The customer satisfaction feedback required for the Annual Report will now be disseminated through SC Works Online Services (SCWOS).

Background: The Workforce Innovation and Opportunity Act (WIOA) Annual Report requires states to describe their approach to customer satisfaction, which may include information used for one-stop center certification, in accordance with 20 CFR § 678.800. Additionally, the SC Works certification standards require LWDA's to have a customer feedback system in place that assesses jobseeker and employer customer satisfaction.

In 2023, the State Workforce Development Board (SWDB) conducted the Secret Shopper Pilot Program to assess the customer experience when interacting with the SC Works system. In order to best capture the jobseeker and employer customer experience, customer satisfaction survey questions were developed and recommended for implementation.

Policy: The Department of Employment and Workforce (DEW) conducts customer satisfaction evaluations for both jobseekers and employers through surveys distributed by SCWOS using the users' preferred communication setting (i.e. through email or via their dashboard). The administration of these surveys captures ongoing feedback from jobseekers and employers in accordance with the SC Works centers Certification Standards requirements. These questions are attached to this guidance for ease of access, should a review be desired.

Local workforce development areas (LWDAs) must ensure that all customers who receive services through the SC Works delivery system are entered into SCWOS to ensure they are able to receive the customer satisfaction survey. The survey may be provided in a language other than English or alternative format, as required under applicable laws and regulations.

Local Workforce Development Boards (LWDBs) may conduct additional, LWDA-specific surveys to support continuous improvement and support their strategic direction. These may be distributed in the method preferred by the LWDA, including on paper, by phone, or virtually. Should these be administered, they are not required to be reported to the State.

The state-level survey data are collected by DEW, through SCWOS, for the WIOA Annual Report. DEW will also ensure that the LWDBs receive the data applicable to their LWDAs for compliance with the customer feedback requirements within the COBE Plan.

Action: Please ensure that all appropriate staff receive and understand this policy.

Inquiries: Questions may be directed to WorkforcePolicy@dew.sc.gov.

Nina Stagers

Nina Stagers, Assistant Executive Director
Workforce Development Division

ATTACHMENTS

- Jobseeker Services Survey Questions
- Business Services Survey Questions

SC Works Jobseeker Services Survey Questions

1. In your most recent experience, how did you access SC Works services?

- I called my SC Works center.
- I visited an SC Works center.
- I received in-person services outside of an SC Works center.
- I used the SC Works Online Services (SCWOS) website (jobs.scworks.org).
- I used other virtual services (for example, attended a virtual job fair or visited the virtual engagement center).

2. What SC Works services did you receive?

- Unemployment assistance
- Job search assistance
- Apply for a job
- Hiring event/job fair
- Attend a workshop
- Attend an appointment
- Find center location
- Career self-assessment
- Résumé assistance
- Education/testing/training opportunities
- WIN testing
- Veteran services
- Agricultural Outreach
- Youth services
- Report a problem
- Other: _____

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

- Yes
- No

4. Did you know that you could request accommodation or assistance if needed?

- Yes
- No

5. Did you experience any difficulties participating in services or appointments?

- Yes
 - Please describe
- No

6. Did you know you could request language assistance services (such as translation and interpretation) if needed?

- Yes
- No
- Not sure

7. If you needed language assistance, were you able to get it?

- Yes
- No
- N/A – did not need language assistance

8. If you used SC Works Online Services (jobs.scworks.org), how would you rate your satisfaction with the experience?

Not at all satisfied Extremely satisfied

1 2 3 4 5 6 7 8 9 10

- N/A – did not use SC Works Online Services

9. Overall, how would you rate your satisfaction with the customer service provided by the SC Works center staff?

Not at all satisfied Extremely satisfied

1 2 3 4 5 6 7 8 9 10

10. Overall, how would you rate your satisfaction with the services you received?

Not at all satisfied Extremely satisfied

1 2 3 4 5 6 7 8 9 10

11. Based on your experience, how likely are you to recommend SC Works services to other jobseekers?

Not at all likely Extremely likely

1 2 3 4 5 6 7 8 9 10

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

SC Works Business Services Survey Questions

1. In your most recent experience, how did you access SC Works services?

- I called my SC Works center.
- I visited an SC Works center.
- I received in-person services outside of an SC Works center.
- I used SC Works Online Services (jobs.scworks.org).
- I used other virtual services (for example, attended a virtual job fair or visited the virtual engagement center).

2. What SC Works services did you receive?

- Attend an employer-related event
- Attend a career fair
- Host screenings/job interviews
- Drop off job orders/pick up job applications
- Inquire about SC Works services
- Recruiting assistance
- Assistance with SC Works Online Services (SCWOS; jobs.scworks.org)
- Layoff or closure assistance
- Assistance with training programs (on-the-job training [OJT], apprenticeship, customized training for workers)
- Labor or job market information
- Unemployment Insurance (UI) Tax assistance
- Report a problem
- Other: _____

3. Were referred to the appropriate services to support your needs?

- Yes
- No
- N/A – did not need referral

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

- Yes
- No

5. Were you informed of your responsibilities regarding equal opportunity and nondiscrimination as they pertain to services delivered through the SC Works system?

- Yes
- No

6. If you used SC Works Online Services (jobs.scworks.org), how would you rate your satisfaction with the experience?

Not at all satisfied Extremely satisfied

1 2 3 4 5 6 7 8 9 10

- N/A – did not use SC Works Online Services

7. Overall, how would you rate your satisfaction with the customer service provided by the SC Works center staff?

Not at all satisfied Extremely satisfied

1 2 3 4 5 6 7 8 9 10

8. Overall, how would you rate your satisfaction with the services you received?

Not at all satisfied Extremely satisfied

1 2 3 4 5 6 7 8 9 10

9. Based on your experience, how likely are you to recommend SC Works services to other employers or businesses?

Not at all likely Extremely likely

1 2 3 4 5 6 7 8 9 10

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