

SC Works Job Seeker Survey Questions

Use Guide:

1. LWDA's must create surveys for job seeker 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. LWDA's may design surveys as appropriate for their use, e.g., opt for appealing fonts and color schemes, customize for different methods of distribution.
3. LWDA's are encouraged to distribute surveys through a variety of means and through methods deemed most effective within their area.
4. LWDA's 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.]