

Sample Customer Satisfaction Survey Questions

Use Guide:

LWDAs may supplement the required survey questions listed in Attachments A and B in their customer satisfaction surveys to support their Local Workforce Development Boards' (LWDBs) strategic directions. LWDAs are not required to include additional questions beyond those required in Attachments A and B; however, LWDAs may do so. Listed below are sample survey questions. The questions provided here are a sampling of questions only and are not an all-inclusive list of survey questions that LWDAs may use.

Sample Survey Questions:

1. Relative to your expectations, did the SC Works staff...

| | Yes | No | N/A |
|--|-----|----|-----|
| a. Take time to listen to you to learn your needs? | | | |
| b. Strive to meet your needs? | | | |
| c. Treat you with professionalism? | | | |

2. How long did you wait for assistance?

0 – 5 minutes 6 – 15 minutes 16 – 30 minutes 31 – 60 minutes Over 1 hour

3. Relative to your expectations, how would you rate the friendliness of the staff?

Poor Excellent

1 2 3 4 5 6 7 8 9 10

4. How would you rate the available technology (computers/equipment) relative to your expectations?

Poor Excellent

1 2 3 4 5 6 7 8 9 10

5. If you spoke to a person by phone, did the SC Works staff...

| | Yes | No | N/A |
|---|-----|----|-----|
| a. Take time to listen to you to learn your needs? | | | |
| b. Provide answers to your questions? | | | |
| c. Refer you to appropriate services to support your need(s)? | | | |
| d. Provide additional useful and helpful supportive services information? | | | |

6. If you did not speak to a person, how easy was it to use the automated phone system?

Not Easy 1 2 3 4 5 6 7 8 9 10 Very Easy

7. How easy was navigating the SC Works Online Services (SCWOS) website (jobs.scworks.org)?

Not Easy 1 2 3 4 5 6 7 8 9 10 Very Easy

8. Did you need an SC Works representative's assistance to navigate the SCWOS website?

9. With the help of the SC Works representative, were you able to accomplish your goal on the SCWOS website?

| Yes | No | N/A |
|-----|----|-----|
| | | |
| | | |

10. How long have you been using SC Works business services?

0 – 6 months 7 – 12 months 1 – 3 years 3 – 5 years 5+ years

11. Relative to your expectations, did SC Works staff...

| | Yes | No | N/A |
|---|-----|----|-----|
| a. Provide useful services for your business? | | | |
| b. Provide opportunities for collaboration with other businesses? | | | |
| c. Strive to meet your business needs? | | | |
| d. Meet your service expectations? | | | |