

## 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](http://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](http://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](http://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.**