

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.