

## Customer Satisfaction

**\* 1. Please indicate the American Job Center you visited.  
(You may check all that apply)**

- Fox Valley (Wilmington)
- Pencader (Newark)
- Dover
- Georgetown

**\* 2. Please check the reason for using your local American Job Center services.**

- Individual looking for employment
- Individual looking for training opportunities
- Employer looking to place a job order--(looking for employees)
- Other (please specify)

**\* 3. How did you find out about our services?**

- Internet
- Friend
- Newspaper
- Unemployment Insurance
- Veteran Referral
- Other (please specify)

\*

**4. If your reason for visiting DOL was to register for unemployment insurance, were you advised of the DET services available at the local America's Job Centers?**

1 (Not aware at all)	2	3	4	5	6	7 (Very Aware)
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**\* 5. When you entered the local American Job Center were you made aware of the DET services available to job seekers by a staff member or by our internet system?**

1 (Not Aware At All)	2	3	4	5	6	7 (Very Aware)
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**\* 6. Was the staff you encountered courteous and professional?**

1 (Not Courteous or Professional)	2	3	4	5	6	7 (Very Courteous or Professional)
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**\* 7. Did the staff member(s) who assisted you demonstrate knowledge of services and other helpful advice?**

1 (Not Helpful or Knowledgeable)	2	3	4	5	6	7 (Very Helpful or Knowledgeable)
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**\* 8. Were your employment service needs met?**

1 (Not Met At All)	2	3	4	5	6	7 (All Needs Were Met)
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**\* 9. Were you satisfied with the employment services provided?**

1 (Not Satisfied)	2	3	4	5	6	7 (Very Satisfied)
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

**\* 10. Choose the scenario that best describes the frequency of interaction with your local American Job Center.**

- Only visited one time or accessed via internet only once
- Visited at least once a month
- Mostly accessed via internet at least once a month
- Visited at least once a week

**\* 11. Based on your experience, would you refer a friend or family member to your local American Job Center for employment services**

- Yes
- Maybe
- No

**\* 12. How could we improve your experience?**

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**13. Please share any other comments you have.**

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Thank you for completing the DET Customer Satisfaction Survey. Your direct feedback is essential to our providing quality employment services and helping to develop Delaware's workforce.