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?

<table>
<thead>
<tr>
<th>1 (Not aware at all)</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7 (Very Aware)</th>
</tr>
</thead>
</table>

* 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?

<table>
<thead>
<tr>
<th>1 (Not Aware At All)</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7 (Very Aware)</th>
</tr>
</thead>
</table>

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

<table>
<thead>
<tr>
<th>1 (Not Courteous or Professional)</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7 (Very Courteous or Professional)</th>
</tr>
</thead>
</table>

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

<table>
<thead>
<tr>
<th>1 (Not Helpful or Knowledgeable)</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7 (Very Helpful or Knowledgeable)</th>
</tr>
</thead>
</table>

* 8. Were your employment service needs met?

<table>
<thead>
<tr>
<th>1 (Not Met At All)</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7 (All Needs Were Met)</th>
</tr>
</thead>
</table>

https://www.surveymonkey.com/r/?sm=zTsEGdAYiRtYTiOb9ndsm2e5IS94gvBRrWNk... 11/20/2015
9. Were you satisfied with the employment services provided?

1 (Not Satisfied) 2 3 4 5 6 7 (Very Satisfied)

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?

13. Please share any other comments you have.

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.