

February 10, 2014

### Division of Employment and Training Customer Survey

The Delaware Division of Employment and Training (DET) operates 4 American Job Centers throughout the state. We are committed to providing a quality customer experience and need your assistance. Please take a few moments to complete the following survey to tell us about your experience with your local American Job Center.

**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 explain\_\_\_\_\_

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

- Internet
- Friend
- Newspaper
- Unemployment Insurance
- Veteran Referral
- Other, please explain\_\_\_\_\_

**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	2	3	4	5	6	7
Not Aware at All			Somewhat Aware			Very Aware

**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	2	3	4	5	6	7
Not Aware at All			Somewhat Aware			Very Aware

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

1	2	3	4	5	6	7
Not courteous or professional			Somewhat courteous or professional			Very courteous or professional

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

1	2	3	4	5	6	7
Not helpful	Somewhat knowledgeable			Very knowledgeable and helpful		

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

1	2	3	4	5	6	7
Not met at all	Somewhat met			All needs were met		

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

1	2	3	4	5	6	7
Not satisfied	Somewhat satisfied			Very satisfied		

10. **Choose the scenario that best describes your frequency of interaction with a 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.**