



Today's Date: \_\_\_\_\_

## Gravictown Office of Unemployment Customer Satisfaction Survey

*This survey has been designed to find out how satisfied you were with our service today. The results of this survey will be used to improve these services to our customers. Please be assured that your response will be held completely confidential.*

Read the questions below and select the response that best describes your experience today.

### General Survey - Career Center

1. How many times have you come to the Career Center in the last year?

- First time ever                       2 to 3 times
- First Time this year                       4 or more times

Please answer the following questions with 1=Strongly Agree, 2=Agree, 3=No Opinion, 4=Disagree and 5=Strongly Disagree

- 2. The Career Center was clean and well organized.                      (1)    (2)    (3)    (4)    (5)
- 3. The material and/or equipment was useful and in good working order.                      (1)    (2)    (3)    (4)    (5)
- 4. Did you find the Career Center resources helpful in your job search?                      (1)    (2)    (3)    (4)    (5)
- 5. The staff provided me with useful guidance and assistance in a timely manner                      (1)    (2)    (3)    (4)    (5)
- 6. Overall, the staff I met today treated me with courtesy and respect.                      (1)    (2)    (3)    (4)    (5)

7. Would you use the services of the Career Center again?

- Yes     No

How can we serve you better?

Do you want someone to contact you?     Yes     No    (If YES please put your name, address, and phone number on the bottom of this survey.)

Name: \_\_\_\_\_ Address: \_\_\_\_\_ Phone: \_\_\_\_\_

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