

Customer Satisfaction Survey – Employer

Introduction:

Your opinion counts! Please take a few moments to tell us how we did. Your feedback will help us serve you better. All responses to this survey are voluntary and will remain confidential.

Thank you!

1. From which American Job Center (AJC)/Career Center location did staff provide services? (Drop down menu)

Alliance	Nebraska City
Beatrice	Norfolk
Columbus	North Platte
Grand Island	Scottsbluff
Hastings	Sidney
Lexington	York
McCook	

2. On a scale from 1 to 5 with 1 being the lowest and 5 being the highest, how would you rate the provision of the following services:
 - a. Help with navigating NEworks website (NEworks.nebraska.gov)
 - b. Help providing job candidate referrals
 - c. Help posting jobs
 - d. Help with a job fair
 - e. Help finding labor market information

3. Overall, how satisfied or dissatisfied were you with the employment services provided to you?
 - a. Very satisfied
 - b. Somewhat satisfied
 - c. Neither Satisfied nor Dissatisfied
 - d. Somewhat dissatisfied
 - e. Very dissatisfied
 - f. Don't know/No opinion

4. How professional (polite, accurate, and businesslike) or unprofessional (impolite, inaccurate, and unbusinesslike) were the staff of the American Job Center (AJC)/Career Center?
 - a. Very professional
 - b. Somewhat Professional
 - c. Neutral
 - d. Somewhat Unprofessional
 - e. Very Unprofessional
 - f. Don't Know/No Opinion

5. How accessible or inaccessible were the staff of the American Job Center (AJC)/Career Center?

- a. Very accessible
 - b. Somewhat Accessible
 - c. Neutral
 - d. Somewhat Inaccessible
 - e. Very Inaccessible
 - f. Don't know/No opinion
6. How likely or unlikely are you to recommend this business services assistance to other employers?
- a. Very Likely
 - b. Somewhat Likely
 - c. Neutral
 - d. Somewhat Unlikely
 - e. Very Unlikely
 - f. Don't Know/No Opinion
7. How did you hear about the employment services? (Check all that apply.)
- a. Nebraska Department of Labor website (dol.nebraska.gov)
 - b. NEworks (NEworks.nebraska.gov)
 - c. Word of Mouth Referral
 - d. Social Media
 - e. Promotional Brochure/Flyer
 - f. I was contacted by a Nebraska Department of Labor Representative
8. Would you like a Career Center staff member to contact you to discuss your experience?
- a. Yes
 - b. No
9. If yes, then please provide your contact information below:
- a. Name:
 - b. Email Address:
 - c. Telephone Number:
10. Please use the space below to provide any comments or feedback.