

Customer Satisfaction Survey - Employer

1. How did you hear about our services? Check all that apply.

Nebraska Department of Labor website (dol.nebraska.gov)

NEworks website (NEworks.nebraska.gov)

Word of mouth or referral

Social media

Promotional brochure or flyer

I was contacted by a Nebraska Department of Labor representative.

Other:

2. Did the services provided meet your needs?

1 - Not At All Well

2 - Slightly Well

3 - Moderately

4 - Very Well

5 - Extremely Well

3. Please tell us how the program might improve its services to better meet your needs.

4. How satisfied are you with the professionalism and accessibility of staff?

1 - Very Dissatisfied

2 - Dissatisfied

3 - Neither Satisfied
nor Dissatisfied

4 - Satisfied

5 - Very Satisfied

5. How likely would you be to recommend our business services to other businesses?

1 - Not At All Likely

2 - Slightly Likely

3 - Moderately
Likely

4 - Very Likely

5 - Extremely Likely

6. How convenient are our business services?

1 - Not At All
Convenient

2 - Slightly
Convenient

3 - Moderately
Convenient

4 - Very
Convenient

5 - Extremely
Convenient

7. What is your overall satisfaction with the service provided?

1 - Very Dissatisfied

2 - Dissatisfied

3 - Neither Satisfied
nor Dissatisfied

4 - Satisfied

5 - Very Satisfied

8. Do you want someone to contact you? Yes No

9. (Optional) Name/information

Name:

Phone Number:

Email Address:

Additional Comments