

## Customer Satisfaction Survey - Participant

1. How did you hear about the program? Check all that apply.

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

NEworks (NEworks.nebraska.gov)

Word of mouth or referral

Social media

Promotional brochure/flyer

I was contacted by a Nebraska Department of Labor representative.

I am required to participate as a part of the Nebraska Reemployment Program.

Other:

2. Did you clearly understand your responsibilities to participate in the program?

Yes

No

Unsure

3. Would you recommend this program?

1 - Would Not Recommend

2 - Would Possibly Recommend

3 - Would Recommend

4 - Would Strongly Recommend

5 - Would Very Strongly Recommend

5. Did you receive the services needed to achieve your goal as outlined in the plan you developed with your case manager?

1 - I Don't Know

2 - Received None of the Services Needed

3 - Received Some of the Services Needed

4 - Received Most but Not All Services Needed

5 - Received All Services Needed

6. Overall were you satisfied with the services in the Workforce Innovation and Opportunity Act Title 1 Program?

1 - Very Dissatisfied

2 - Dissatisfied

3 - Neither Satisfied nor Dissatisfied

4 - Satisfied

5 - Very Satisfied

7. How satisfied were you with the professionalism and accessibility of staff?

1 - Very Dissatisfied

2 - Dissatisfied

3 - Neither Satisfied nor Dissatisfied

4 - Satisfied

5 - Very Satisfied

8. Were you able to find employment in your career field after you completed this program?

Not Seeking  
Employment At This  
Time

Not Applicable

No, I Did Not Find  
Employment

Yes, I Found  
Employment,  
but Not in My  
Career Field

Yes, I Found  
Employment in My  
Career Field

9. If you found employment, are you likely to keep this job over the next six months?

Yes

No

Unsure

10. What changes would you suggest to improve the services in this program?

11. Do you want someone to contact you?

Yes

No

(Optional) Name/information

Name:

Phone Number:

Email Address:

**Additional Comments**