


HempsteadWorks
Virtual Career Center "Visit"
Customer Satisfaction Survey

As a consumer of our services, we hold your opinion in the highest regard. For this reason, we are asking you to help us evaluate our program by providing feedback on the enclosed survey. Your response will be seriously considered and carefully analyzed.

Please read the instructions that are printed on the survey, complete it and return it to your career counselor. We appreciate your assisting us to improve and maintain the highest standards of quality.

Each statement listed below relates to your initial experiences with our virtual Career Center. For each statement please X the one number on the scale of 1 through 4 which indicates the degree to which you agree with that statement. **On this scale, the Number 4 signifies the HIGHEST level of agreement and the Number 1 represents the LOWEST.**

A. The staff you spoke with were courteous and helpful.
4 _____ 3 _____ 2 _____ 1 _____

B. The Career Center services forms and procedures were explained clearly.
4 _____ 3 _____ 2 _____ 1 _____

C. The time it took to receive information was reasonable.
4 _____ 3 _____ 2 _____ 1 _____

D. The staff I spoke with referred me to helpful and informative resources.
4 _____ 3 _____ 2 _____ 1 _____

How were you referred to the Career Center? Please ✓ the appropriate choice(s) below.

- | | |
|---|--|
| <input type="checkbox"/> Newspaper Ad | <input type="checkbox"/> Nassau County Department of Social Services |
| <input type="checkbox"/> New York State Department of Labor | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> HempsteadWorks Website | |

Answer the following questions ONLY if the services offered by the Center were NOT appropriate to your needs.

Did the staff offer to refer to you to other agencies for additional services? Yes _____ No _____

IF NO: Why not? _____

Do you have any comments, suggestions, or questions?
