


HempsteadWorks
Career Center
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 the instructor. 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 Career Center. For each statement please ✓ 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.**

When you first arrived at the Career Center, the staff greeted you promptly and courteously.

1 2 3 4

The Career Center services forms and procedures were explained clearly.

1 2 3 4

The time it took to receive information was reasonable.

1 2 3 4

The resources provided in the Resource Room (computers, video tapes, labor market information, etc.) were helpful and informative.

1 2 3 4 N/A

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

- Newspaper Ad Website
 New York State Department of Labor Nassau County Department of Social Services
 Other

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

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

IF NO: Why not? _____

Do you have any comments, suggestions, or questions?
