

## **NH Works WIA Customer Satisfaction Survey Questions – Effective October 1, 2006**

**Target Group:** WIA Adult and Dislocated Worker Program Exiters

**Completed Surveys Required:** 70% of all program exiters

**Number of Survey Questions:** In general, 9 questions asked for 45% of 70% surveyed and 14 questions for 55% of 70% surveyed.

**Estimated Time Per Survey:** 5-8 minute interviews

### **Survey Questions:**

Introduction: Hello my name is \_\_\_\_; I'm calling from \_\_\_\_\_. We are conducting a survey on employment services offered through the NH Works office. May I speak to \_\_\_\_\_?

We're conducting a brief survey about your experiences with the services you recently received at a NH Works center. I would like to ask you a few questions about the services you received, so we can continue to improve these services. All of your answers are strictly confidential and will be used for research and continuous improvement purposes only. The interview takes about 5 minutes. *[Note: the phone interviewer may need to clarify that the NH Works office is also known as the "unemployment" or "Employment Security" office.]*

According to our records you received services at the Center from   date   through   date  .

**Q01:** Utilizing a scale of 1 to 10 where 1 means "very dissatisfied" and "10" means "very satisfied" what is your overall satisfaction with the services you received?

**Q02:** Considering all of the expectations you may have had about the services, to what extent did the services meet your expectations? "1" means "falls short of your expectations" and "10" means exceeds your expectations.

**Q03:** Now think of the ideal program for people in your circumstances. How well do you think the services you received compare with the ideal set of services? "1" means "not very close to the ideal" and "10" means "very close to the ideal"

**Q04:** Which of the following statements best describes your expectations in relation to the services offered at the NH Works office:  
<1> I wanted assistance in helping me prepare for getting a job such as developing a resume tips on interview skills and learning how to conduct a job search so I could find a job.  
< 2> I wanted assistance in getting training or education so I could improve my skills and get a job.  
< 3> I just wanted information on where the jobs are and/or other services available to me so I could research employment options on my own.

- <4> I just wanted someone to find a job for me.
- <5> None of the above

**Q05:** Are you currently employed, or not employed?

- <1> Employed
- <2> Not Employed

**Q06:** Understanding that the NH Works offices are designed to assist you with information and services so you can find a job, how would you rate the following services on a scale of 1-10 where “1” is poor, “5” is good and “10” is excellent? *[Note that the first series of questions is about access to information and the second group of questions is about assistance in getting the services you needed.]* (Enter “20” if not applicable or no opinion)

- <1> Access to information about jobs/job openings
- <2> Access to information about careers
- <3> Access to information about employment services
- <4> Access to information about training and education services
- <5> Access to information about unemployment benefits
- <6> Access to information about other employment support or community services such as food stamps, housing, childcare, etc.
- <7> Assistance with assessing current skills, abilities, & aptitudes
- <8> Assistance with developing a resume
- <9> Assistance with developing job interview skills
- <10> Assistance in identifying job openings suitable for your skills
- <11> Assistance with enrolling in training/education programs
- <12> Assistance with finding a job after completing training

**Q07:** How would you rate this statement (1-10): My employment counselor did a good job helping **me** evaluate my skills and determining the best course of action to help me achieve my goals.

**Q08:** How helpful was it for you to have a written employment plan? (1-10)

**Q09:** Did you enroll in training paid for thorough the NH Works office? (WIA funding)

- <1> No
- <2> Yes

**Q10:** How actively involved were you in choosing your training options? (1-10)

**Q11:** Did you complete the training/education program you were enrolled in?

- <1> No
- <2> Yes - go to Q12 **if** answer to question Q04 is “1” Employed, otherwise go to Q13

**Q12:** Using a scale of 1-10 how would you rate the following questions where “1” means definitely not, “5” means somewhat and “10” means definitely?

- <1> I am using the new skills I learned in my current job
- <2> I'm working in a job I want to be in
- <3> I believe my new skills have/will increase my opportunity for promotion
- <4> I believe my new skills have/will increase my opportunity for increased wages

**Q13:** If you needed employment services again, how likely is it that you would use the services offered at the NH Works office again?

<1> Definitely would

<2> Probably would

<3> Probably would NOT

<4> Definitely would NOT (state reason)

<8> Maybe / unsure

**Q14:** Would you say that the services you received helped you achieve:

<1> All of your employment goals

<2> Most of your employment goals

<3> Some of your goals

<4> None of your goals

<8> No opinion

End of interview: Thank you for taking the time to complete this survey. Good- bye.

**NH Works WIA Customer Satisfaction Survey Questions – Effective October 1, 2006**

**Target Group:** WIA Youth Program Exiters

**Completed Surveys Required:** 70% of all program exiters

**Number of Survey Questions:** 6

**Estimated Time Per Survey:** 5 minutes

**Survey Questions:**

Introduction: Hello my name is \_\_\_\_; I'm calling from \_\_\_\_ on behalf of the Workforce Youth Program. May I speak to \_\_\_\_?

We're conducting a brief survey about your experiences with the services you recently received through [fill in name of youth program]. I would like to ask you a few questions about the services you received, so we can continue to improve these services. All of your answers are strictly confidential and will be used for research and continuous improvement purposes only. The interview takes about 5 minutes *and if you complete the entire survey your name will be entered into a drawing to win an IPOD [or other prize]. The next drawing will be on [enter date]*

- <1> Eligible respondent [continue]
- <2> Appointment [set up appointment]
- <3> Refuse to participate in survey [terminate}

According to our records you received services from [fill in program name] from   date   through   date  .

**QY1:** Utilizing a scale of 1 to 10 where 1 means "very dissatisfied and "10" means "very satisfied" what is your overall satisfaction with the services you received?

**QY2:** Considering all of the expectations you may have had about the services, to what extent did the services meet your expectations? "1" means "falls short of your expectations" and "10" means exceeds your expectations.

**QY3:** Now think of the ideal program for people in your circumstances. How well do you think the service you received compares with the ideal set of services? "1" means "not very close to the ideal" and "10" means "very close to the ideal".

**QY4:** Are you currently employed, or not employed?

- <1> Employed
- <2> Not Employed

**QY5:** Would you say that the services you received helped you achieve:

- <1> All of your goals
- <2> Most of your goals

- <3> Some of your goals
- <4> None of your goals
- <8> No opinion

**QY6:** Thinking back to when you were in the [fill] program can you tell me on a scale of 1-10 where “1” means not at all, “5” means somewhat improved and “10” means very improved, how much you think the program improved your skills in the following areas?

- <1> academic skills
- <2> occupational skills (skills needed to perform a job
- <3> work readiness skills (resume, learning how to find out about job openings, or how to work with others on the job)
- <8> N/A, no opinion or not sure answers

**QY7:** Are you currently:

- <1> In college
- <2> In high school
- <3> In a training program
- <8> None of the above

**Target Group:** Employers (Job Orders, Rapid Response & Incumbent Worker Training)

**Completed Surveys Required:** 70% of business names submitted

**Number of Survey Questions:** 12 questions 90% of employers, 9 questions for 10%

**Estimated Time Per Survey:** 5-8 minutes

**Survey Questions:**

Hello my name is \_\_\_\_\_. I'm calling from \_\_\_\_\_ on behalf of the Workforce Opportunity Council. May I please speak to \_\_\_\_\_?

We're conducting a brief survey about your experiences working with staff from either the NH Works office or the Workforce Opportunity Council. I would like to ask you a few questions about the services you utilized, and get your thoughts on how services could be improved. All of your answers are strictly confidential and will be used for research purposes only. The complete survey takes about 5-8 minutes to complete.

**QE1:** What is your company's primary type of business?

- <1> manufacturing
- <2> medical
- <3> retail
- <4> financial
- <5> marketing/design
- <6> construction/building
- <7> social services/government
- <8> Transportation
- <9> business services
- <10> computer/technology/engineering
- <11> other

**QE2:** Please identify the activity that best describes your most recent contact with NH Works staff.

- <1> Placing a job order with NH Employment Security staff to fill a job opening
- <2> Working with the NH Works team in response to a layoff of employees (rapid response services for workers being laid off and/or information on the WARN notice process)
- <3> Working with the Workforce Opportunity Council to upgrade the skills of current workers (incumbent worker program)
- <4> Other- general information about the program and services available

**QE3:** Utilizing a scale of 1 to 10 where "1" means "very dissatisfied" and "10" means "very satisfied" what is your overall satisfaction with the services you received?

**QE4:** Considering all of the expectations you may have had about the services available to employers, to what extent did the services meet your expectations? "1" means "falls short of your expectations" and "10" means exceeds your expectations.

**QE5:** Now think of the ideal program for people in your circumstances. How well do you think the services you received compare with the ideal set of services? "1" means "not very close to the ideal" and "10" means "very close to the ideal"

**QE6:** How did you first learn about the services available at the NH Works office/Council?

- <1> Employer groups, associations, chambers, BIA, etc
- <2> Direct mail
- <3> Internet
- <4> Contacted by state agency or department (economic development, employment security, community action program staff)
- <5> Advertisement, promotional information in the media
- <6> Word of mouth
- <7> Other / not sure

**QE7:** If you needed similar services again (i.e., fill an open position, assistance for workers you had to lay-off, or additional funding to upgrade the skills of current workers), how likely is it that you would use the services offered at the NH Works office again?

- <1> Definitely would
- <2> Probably would
- <3> Probably would NOT
- <4> Definitely would NOT (state reason)
- <8> Maybe / unsure

**QE8:** How would you rate the quality of the services you received on a scale of 1 to 10 where "1" means poor, "5" means "good" and "10" means "excellent"?

**QE9:** How would you rate the staff you interacted with over the course of your involvement with the program services in the following areas? (scale of 1-10)

- <1> professional
- <2> timeliness in processing paperwork, response to requests and follow up work
- <3> knowledgeable about the services they provide
- <4> genuine interest in helping you

End survey questions for all employers except those that answered "1" to QE2 above, go to QE10

Thank you for taking time out of your busy schedule to complete this survey. If you would like more information on the business services and programs offered through the state's workforce development system please visit the NH Works website at [www.nhworks.org](http://www.nhworks.org).

**QE10:** Ask only those employers who answered “1” to QE2 (placing job orders) How many times have you placed a job order with employment security?

<1> Only once

<2> Two to five times

<3> Five to ten times

<4> More than ten times

<5> Not sure

**QE11:** Which of the following statements best describes your expectations when you place a job order with Employment Security at the NH Works office?

<1> I expected that individuals visiting the office would be “screened” by workers and only those individuals qualified for the job would be referred to my company,

<2> I expected that individuals visiting the office would be “screened” by workers and only those individuals qualified for the job would be referred to my company, but I also understood that anyone could view the job on the NH Works website and self refer to the job.

<3> I expected the job to be posted in the office and on-line for all individuals to see and that people would determine for himself or herself whether or not they were qualified for the job.

**QE12:** Based on your experience how do you think the job order services at the NH Works offices could be improved?

### Sample Charts

- The council will identify charts needed
- All charts will be labeled and state the question for which the results are being reported
- All charts must be completed for each quarterly report, and the Council reserve the right to request ad hoc charts in response to an identified need from the board/consortium

### ACSI Charts

<b>Chart 1 / Workforce Opportunity Council/ First Quarter Program Year 2006</b>					
ACSI Score = Q01 score + Q02 score + Q03 score entered into ACSI formula to calculate total ACSI score					
Among: Participants/ 2006 Results					
	# Surveyed	ACSI Results			
All participants	225				76
Adult	100			50.1	
DW	100			50.1	
Older Youth	5		30.65		
Younger Youth	20		30.65		

<b>Chart 2 / Workforce Opportunity Council/ First Quarter Program Year 2006</b>					
ACSI Score = Q01 score + Q02 score + Q03 score entered into ACSI formula to calculate total ACSI score					
Among: Specific Adult Groups/ 2006 Results					
	# Surveyed	ACSI Results			
Employed at exit	10				
TANF	10				80
Low income	10			50.1	
Veterans	10			50.1	
Disabled	10		30.65		
Age 22-30	5		30.65		
Age 30-45	5			50.1	
Age 45-55	5				
Age 55-65	5				80
Grades 1-11	5		30.65		
HS Grad	5		30.65		
GES/HSE	5				72.1
13-15 yrs	5				72.1
BA/BS	5			50.1	
> BA/BS	5			50.1	