

**EMPLOYER CUSTOMERS**

The Older Worker Program, also known as the Senior Community Service Employment Program (SCSEP), wants to provide the highest quality services to its customers. You can help us improve our services by answering the following questions. Please be completely honest. Your answers will be strictly confidential. Unless the question directs you otherwise, please answer each question on the basis of your most recent experience with the Older Worker Program.

Choose the number on the scale below each question that best represents your opinion. Thank you in advance for your help.

1. Utilizing the scale of 1 to 10 below, what is your overall satisfaction with the services provided by the Older Worker Program? (Choose one number)

Very dissatisfied										Very satisfied	Didn't receive
1	2	3	4	5	6	7	8	9	10	90	

2. Considering all of the expectations you may have had about the services of the Older Worker Program, to what extent have the services met your expectations? (Choose one number)

Falls short										Exceeds	Didn't receive
1	2	3	4	5	6	7	8	9	10	90	

3. Now, think about the ideal services for people in your circumstances. How well do you think the services you received compare with the ideal services? (Choose one number)

Not at all close										Very close	Didn't receive
1	2	3	4	5	6	7	8	9	10	90	

4. The Older Worker Program staff gave me all the information I needed to understand the Older Worker Program. (Choose one number)

Strongly disagree										Strongly agree	Not applicable
1	2	3	4	5	6	7	8	9	10	90	

**Please continue on other side** 

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(Revised September 2010)

Your responses are confidential, and we appreciate your time and assistance. This voluntary information has been approved by the Office of Management and Budget under OMB approval number 1205-0040. Without this approval, we would not be able to conduct this survey. The time needed to complete the survey is estimated to average ten (10) minutes. If you have any comments regarding this estimate or any other aspect of this survey, including suggestions for reducing this burden; please send them to the U.S. Department of Labor, Division of Adult Services, Room S-4209, 200 Constitution Avenue, NW, Washington, DC. (Please do **not** return surveys to this address.)

## SCSEP Employer Customer Satisfaction Survey

5. Would you say that the Older Worker Program staff that made the job referral(s) had a good understanding of your business needs? (Choose one number)

1	2	3	4	9
Staff had little or no understanding	Staff had some understanding	Staff had good understanding	Staff had great understanding	Don't know

6. Would you say that the job applicant(s) referred by the Older Worker Program had the necessary skills for the job? (Choose one number)

1	2	3	4	9
Applicant(s) had few or none of the necessary skills	Applicant(s) had some of the necessary skills	Applicant(s) had many of the necessary skills	Applicant(s) had virtually all of the necessary skills	Don't know

7. The Older Worker Program staff stayed in touch with me after I hired the applicant to make sure that everything was going well. (Choose one number)

Strongly disagree									Strongly agree	Don't know
1	2	3	4	5	6	7	8	9	10	90

8. How many of the older workers hired with the assistance of the Older Worker Program came with the basic computer skills they need? (Choose one number)

1	2	3	4	8	9
None of the workers	Few of the workers	Some of the workers	Nearly all the workers	Didn't need any computer skills	Don't know

9. Did any of the older workers you hired with the assistance of the Older Worker Program require supportive services, such as assistance with housing, transportation, or medical needs? (Choose one answer)

Yes       No (Skip to question #11)       Don't know (Skip to question #11)

**Please continue on next page**

# SCSEP Employer Customer Satisfaction Survey

10. If the answer to question 9 is “Yes,” would you say that the Older Worker Program provided the supportive services that the older workers needed? (Choose one number).

1 None                      2 Few                      3 Some                      4 Nearly all                      9 Don't know

11. When I hired older workers with the assistance of the Older Worker Program, the Older Worker Program staff was helpful in resolving any problems I had. (Choose one number)

Strongly disagree                      Strongly agree                      Not applicable  
1    2    3    4    5    6    7    8    9    10    90

12. Would you recommend the services of the Older Worker Program to other employers? (Choose one number.)

Definitely no                      Definitely yes                      Don't know  
1    2    3    4    5    6    7    8    9    10    90

13. Would you be more inclined to use the Older Worker Program if the program paid the wages of the older workers for a number of weeks while they were gaining work experience? (Choose one answer)

Yes                       No                       Don't know

14. What do you think is most valuable about the Older Worker Program?

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15. What part of the Older Worker Program do you think is most in need of improvement?

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**Thank you for taking the time to complete this survey.**