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 kept private to the extent permitted by law and used for program evaluation purposes only. Unless the question directs you otherwise, please answer each question based on your experience hiring the participant identified in the cover letter accompanying this survey.

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 below, what is your overall satisfaction with the services provided by the Older Worker Program/SCSEP? (Choose one number)

Very									Very	Didn't
dissatisfied									satisfied	receive
	2	2	4	E	6	7	0	0	10	00
	2	3	4	5	Ö	/	ð	9	10	90

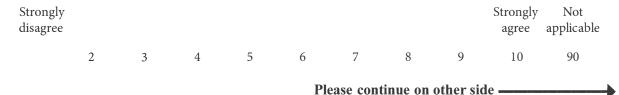
2. Considering all of the expectations you may have had about the services of the Older Worker Program/SCSEP, to what extent have the services met your expectations? (Choose one number)

Fall short									Exceed	Didn't receive
	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										Didn't receive
	2	3	4	5	6	7	8	9	10	90

4. The Older Worker Program/SCSEP staff that referred the participant for the job had a good understanding of your business needs. (Choose one number)



ETA-9124 – Part C

OMB Approval Number: 1205-0040

Expiration Date: 08/31/2018

Rev. 2/22/2018

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless such collection displays a valid OMB control number. Public reporting burden for this collection of information is estimated to average 10 minutes per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Completion of this survey is completely voluntary, and information collected will be kept private to the extent permitted by law and used for program evaluation purposes only. Thank you for your participation. 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, Office of Workforce Investment, Room C-4510, 200 Constitution Avenue, NW, Washington, DC. (Please do not return surveys to this address.)

SCSEP Employer Customer Satisfaction Survey

5.	i. The participant referred by the Older Worker Program/SCSEP had the skills necessary to start the job. (Choose one number)										
	Strongly disagree									Strongly agree	Not applicable
		2	3	4	5	6	7	8	9	10	90
6.	Would you No, or N/A		ed the par	ticipant to	o have be	een better	prepared	d in any c	of these	areas? (C	hoose Yes,
		outer know	_						☐ Yes	s □ No	□ N/A
		employa	-				o interac	t	□ Vos	. □ No	D NI/A
		co-worker vledge of	-		-	ctuanty			☐ Yes		□ N/A□ N/A
	*	to behave				mers or c	lients		☐ Yes		□ N/A
	*	pecific sk		cimpioye	1 b castor	iners or e	Hemis		☐ Yes		□ N/A
7.	The Older sure that ev Strongly disagree	verything	was goin	g well. (C	Choose or	ne numbe	er)			Strongly agree	Not applicable
		2	3	4	5	6	7	8	9	10	90
8.	2. Did the participant hired require supportive services, such as assistance with transportation, uniforms, safety equipment, or health services?										
	☐ Yes		□ No		Don't k	now					
9.	. After we hired the participant with the assistance of the Older Worker Program/SCSEP, the Older Worker Program/SCSEP staff was helpful in resolving any problems we had. (Choose one number)										
	Strongly disagree									Strongly agree	Not applicable
		2	3	4	5	6	7	8	9	10	90

Please continue on next page

SCSEP Employer Customer Satisfaction Survey

10				rker Prog se one nu		SEP as va	aluable f	or mainta	ining a w	ride range	of ages in	n my
		ongly gree									Strongly agree	Not applicable
			2	3	4	5	6	7	8	9	10	90
11.		No, or	r N/A fo	or each of	the state	ements be	elow)	er Progran		attractive	e for you?	(Choose
	1)	•		_				a subsidi				
	on-the-job training program 2) It stays in touch about my hiring needs 2) It stays in touch about my hiring needs 2) Ves 2) No 2) No 2) No 3) No 4) No 4) No 4) No 5) No 6) No 7) No 7) No 8) No 8) No 9) No 1) No 1)											
	 2) It stays in touch about my hiring needs 3) It could fill my job openings quickly ☐ Yes 											□ N/A □ N/A
	,, 3, 3,											□ N/A
	4) It has people with the right skills5) It has people with good attitudes and work habits									☐ Yes☐ Yes		□ N/A
	6)			d job in s						☐ Yes		□ N/A
12	. Wha	nt is mo	ost valua	able to yo	ou about	the Older	r Worker	Program	/SCSEP?			
13	Base SCS	•	our exp	erience, v	what cha	inges woi	uld you r	recommen	nd for the	Older Wo	orker Prog	gram/

Thank you for taking the time to complete this survey