## **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	-		7	0	0	1.0	00
	2	3	4	5	6	/	8	9	10	90

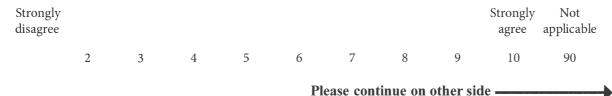
2. Considering all of the expectations you may have had about the services of the Older Worker Program/SCSEP, to what extent have the services met your expectations? (Choose one number)

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)



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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.	5. 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 yo		ked the pa	articipai	nt to have	been be	tter prepar	red in an	y of these	areas? (C	hoose Yes,
		nputer kn	_						☐ Yes	☐ No	□ N/A
			yability sk kers and si					act	☐ Yes	□ No	□ N/A
			of what the	-		3110000110	9		☐ Yes	☐ No	□ N/A
	,	_	ve with th		•	tomers c	or clients		☐ Yes	☐ No	□ N/A
	5) Job	-specific	skills						☐ Yes	☐ No	□ N/A
7.			Program/ ng was goi		-			ne after I		Strongly agree	Not applicable
		2	3	1	3	Ü	,	O		10	70
8.	_	_	t hired req or health	-	-	ervices,	such as as	sistance	with trans	portation	uniforms,
	☐ Yes		☐ No		☐ Don't	know					
9.	O. 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 co	ntinue oi	ı next page

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## **SCSEP Employer Customer Satisfaction Survey**

10. I see the Older Worker Program/SCSE workforce. (Choose one number)	P as v	aluable f	or mainta	ining a w	vide range	of ages in	n my
Strongly disagree						Strongly agree	Not applicable
2 3 4	5	6	7	8	9	10	90
<ul><li>11. Which of the following factors made the Yes, No, or N/A for each of the statem</li><li>1) It paid the wages of the older wo</li></ul>	ents b	elow)			P attractive	e for you?	(Choose
<ol> <li>It paid the wages of the older wo while they are gaining work expe</li> </ol>							
on-the-job training program					☐ Yes	☐ No	□ N/A
2) It stays in touch about my hiring					☐ Yes		□ N/A
3) It could fill my job openings quic	kly				☐ Yes		□ N/A
4) It has people with the right skills					☐ Yes		□ N/A
5) It has people with good attitudes			ts		☐ Yes		□ N/A
6) It does a good job in screening ap	plica	nts			☐ Yes	☐ No	□ N/A
12. What is most valuable to you about the	e Olde	er Worker	Program	/SCSEP?			
13 Based on your experience, what chang SCSEP?	es wo	ould you i	recomme	nd for the	Older Wo	orker Prog	gram/

Thank you for taking the time to complete this survey