



Job Corps Admissions Customer Service Survey

This survey asks about your experience with the Job Corps application process.

Your responses are anonymous (not connected to your name). Responses will only be used to help Job Corps improve its customer service.

You may stop at any time, and you may skip any question for any reason.

Thank you for giving us your feedback!

1) *Where are you in the Job Corps application process right now?*

- I have requested information and have been contacted by a staff member, but have not yet applied [GO TO QUESTIONS 2-9]
- I have applied to Job Corps (I have had an interview and submitted the necessary documentation) [GO TO QUESTIONS 10-19]

[Note: questions 2-9 will be asked only of those who have not yet applied as determined by their answer to question 1]

2) *Overall, I am satisfied with the service I received.*

- Strongly agree
- Agree
- Neither agree or disagree
- Disagree
- Strongly disagree

3) *I was contacted quickly after I requested information about Job Corps.*

- Strongly agree
- Agree
- Neither agree or disagree
- Disagree
- Strongly disagree

4) *I was able to get answers to all of my questions.*

- Strongly agree

- Agree
- Neither agree or disagree
- Disagree
- Strongly disagree

5) *The Job Corps staff were helpful.*

- Strongly agree
- Agree
- Neither agree or disagree
- Disagree
- Strongly disagree

6) *What is the most important thing Job Corps can do to make it easier to enroll?*

[open text box]

7) *How did you first contact Job Corps?*

- *By phone*
- *Online form*
- *In person*

8) *Did you decide to apply to Job Corps?*

- *Yes*
- *Not yet, but still considering it*
- *No*
- *Other. Please tell us more. _____*

9) *What zip code do you live in?*

[open text field]

[END OF SURVEY BRANCH FOR PROSPECTS]

[Note: questions 11-20 will be asked only of those who have applied to Job Corps as determined by their answer to question 1]

10) *Overall, I am satisfied with the service I received.*

- Strongly agree
- Agree
- Neither agree or disagree
- Disagree
- Strongly disagree

11) *It was easy to complete my application.*

- Strongly agree
- Agree
- Neither agree or disagree
- Disagree
- Strongly disagree

12) *A staff member contacted me within the time frame I expected.*

- Strongly agree
- Agree
- Neither agree or disagree
- Disagree
- Strongly disagree

13) *I understood what was being asked of me throughout the application process.*

- Strongly agree
- Agree
- Neither agree or disagree
- Disagree
- Strongly disagree

14) *The Job Corps staff were helpful.*

- Strongly agree
- Agree
- Neither agree or disagree
- Disagree
- Strongly disagree

15) *It took a reasonable amount of time to complete my application.*

- Strongly agree
- Agree
- Neither agree or disagree
- Disagree
- Strongly disagree

16) *Did you have any problems completing your application? (Check all that apply)*

- No. I did not have any problems.
- It was hard to reach the contact in the admissions office
- I didn't have required documentation
- I had technology problems
- I had problems due to COVID restrictions
- Other problem. Please tell us what it was. _____

17) *What is the most important thing Job Corps can do to make it easier to enroll?*

[open text box]

18) *Did you enroll in Job Corps?*

- Yes
- *Don't know yet, process is not finished*
- *No, I was not eligible*
- *No, I changed my mind*
- *Other. Please tell us more. _____*

19) *What zip code do you live in?*

[open text field]

[END OF SURVEY BRANCH FOR APPLICANTS]