

# Screen capture from TouchPoints survey instrument



## 2023-2024 CareerOneStop Customer Satisfaction Survey Questions

Public reporting burden for this survey is estimated to average 3 minutes per response. The burden estimate includes the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and submitting the survey. Completing this survey is voluntary. The OMB control number for the survey is **OMB No.: 1225-0093**, expiring February 29, 2024.

SECTION TITLE

Page 1

Navigating the website today increased my trust in the U.S. Department of Labor's Employee Training Administration.



[If thumbs up] What made the difference today?

Select all that apply

ANSWER\_02

☐ Found what I needed (effectiveness)

☐ Found what I needed quickly (efficiency)

☐ Easy to navigate (ease)

☐ Easy to understand (transparency)

☐ Found something useful I wasn't looking for (other)





+ Add Checkbox Option

[If thumbs down] What could have been better?



Select all that apply

ANSWER\_03

- ☐ Couldn't find what I need (effectiveness) 
- ☐ Took a long time to find what I needed (efficiency) 
- ☐ Hard to navigate (ease) 
- ☐ Hard to understand (transparency) 







+ Add Checkbox Option

+ Add Other Option

I found the information on CareerOneStop useful.



ANSWER\_04

- Select one 
- ☐ Strongly Disagree 
  - ☐ Disagree 
  - ☐ Neutral 
  - ☐ Agree 
  - ☐ Strongly Agree 

+ Add Dropdown Option

Which best describes you today?

ANSWER\_05

Select one

☐ Student

☐ Unemployed adult

☐ Working adult

☐ Teacher or school counselor

☐ Workforce professional or job center counselor

☐ Employer or HR Professional

+ Add Dropdown Option

Anything else you want to tell us?

ANSWER\_06

Interested in helping make our website easier for you to use?  
Provide your name and email address if you would like to be  
contacted for future research.

ANSWER\_07

+ Add Question