

Participant's Name: (Please Print) \_\_\_\_\_

Social Security Number: \_\_\_\_\_

Survey Date: \_\_\_\_\_

### Participant Survey Questionnaire

Please circle the appropriate rating/answer:

1. Using a scale of 1 to 10 where "1" means "Very Dissatisfied" and "10" means "Very Satisfied", what is your overall satisfaction with the services provided by the Alaska Job Center Network.

Very Dissatisfied					Very Satisfied					Don't Know 11	Refuse answer 12
1	2	3	4	5	6	7	8	9	10		

2. Considering all of the expectations you may have had about the services, to what extent have the services met your expectations? "1" now means "Falls Short of Your Expectations" and "10" means "Exceeds Your Expectations."

Falls Short of Expectations					Exceeds Expectations					Don't Know 11	Refuse answer 12
1	2	3	4	5	6	7	8	9	10		

3. Now think of the ideal program for people in your circumstances. How well do you think the services you received compare with the ideal set of services? "1" now means "Not Very Close to the Ideal" and "10" means "Very Close to the Ideal".

Not Close to Ideal					Very Close to Ideal					Don't Know 11	Refuse answer 12
1	2	3	4	5	6	7	8	9	10		

4. This last question concerns any training you may have received. Training includes schools, workshops, on the job or hands-on training. Did you receive any training and if you did how satisfied were you with the training you received? “1” now means “Very Dissatisfied” and “10” means “Very Satisfied.”

Very Dissatisfied					Very Satisfied					Don't Know 11	Refuse answer 12	N/A 13
1	2	3	4	5	6	7	8	9	10			

I will now read a list of services you may have received. Indicate as I read them those you recall receiving during the period in which you were seeking employment and/or training at the job center.

5. Did you receive a thorough assessment of your needs? **Yes/No.**
6. Did you receive assistance finding a job? **Yes/No.**
7. Did you receive assistance in developing an individual employment plan? **Yes/No.**
8. Did you receive assistance in deciding the best training to take? **Yes/No.**
9. Did you receive assistance from someone or an agency to support you during your job search or training? **Yes/No.**
10. Did you receive any training or attend any classes? **Yes/No.** (Note: if the answer is “No” mark the next 3 questions “No” and move to question # 14)
11. Did you receive any Occupational Training? **Yes/No.**
12. Did you receive training to give you general skills for the workplace? **Yes/No.**
13. Did you receive training in English or math? **Yes/No.**
14. Did you get any other help or services that I have not mentioned? **Yes/No.**  
(Specify)