



ONEWORKSOURCE
BUSINESS & EMPLOYMENT CENTER

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Clinton, Essex, Franklin and Hamilton Counties OneWorkSource Center Customer Service Survey Policy

The North Country OneWorkSource Centers (Clinton, Essex, Franklin and Hamilton counties) are dedicated to providing excellent customer service to its clients. The following policy from the North Country Workforce Development Board highlights the customer survey system delivery to meet Workforce Innovation and Opportunity Act (WIOA) requirements.

Findings generated by the Customer Service Survey will be used to improve the OneWorkSource Centers' customer service delivery.

1. OneWorkSource Center staff and partners will survey as many customers as possible. Each new customer will be offered to fill out the electronic survey and will be handed a business card – see #5 for additional details.
 - a. The NCWDB will hold a monthly raffle for each of the OneWorkSource Centers in the North Country as an incentive to encourage customers to respond to the Customer Service Survey.
 - b. Raffle winners will be notified by the 15th of the following month. The selection of winners is highlighted in APPENDIX A.
 - c. Prices will be determined by the NCWDB staff and include – but not limited to:
 - i. Check cards;
 - ii. Gift certificates;
 - iii. Movie passes;
2. The customer survey will be available electronically through an Internet-based program such as Survey Monkey. The survey will be managed by the NCWDB staff and results will be forwarded to them.
3. The Internet-based program will be available to OneWorkSource customers on electronic tablets provided by the NCWDB. Partners whose customers do not utilize the Resource Room will be provided with a minimum of one electronic tablet.

4. OneWorkSource Center staff and partners will inform/demonstrate customers on how to fill out the electronic survey – the preferred survey method.
 - a. Paper surveys will also be available for customers not wanting to use the preferred electronic version.
 - b. Paper surveys filled out by customers at OneWorkSource Centers will be deposited into a locked box administered by the NCWDB staff.
5. Business cards with the survey link will be made available by OneWorkSource staff to customers should they want to fill the survey on their own time.
 - a. The cards will be provided to OneWorkSource Centers staff and partners by the NCWDB.
 - b. OneWorkSource staff will be responsible to hand the card out to all new customers.
 - c. OneWorkSource staff will be responsible to encourage returning customers to fill out the survey as often as possible.
6. Customer service information will be displayed prominently in key areas of the OneWorkSource Centers.
 - a. The display areas can be subject to approval by the NCWDB Executive Director.
7. Customer Service Survey questions are found in Appendix A.



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APPENDIX A

OneWorkSource Center Customer Survey Questions – July 2016:

Introduction:

The OneWorkSource Center wants to serve you better and we need your help. Please take a moment to fill out this survey and help us bring you the best service possible.

Disclaimer:

All information shared here will be confidential and will not affect current, pending or future services within the OneWorkSource Center and its partners.

1. What County did you receive services in today?
 - a. Clinton County – Plattsburgh
 - b. Franklin County - Malone
 - c. Essex County – Elizabethtown
 - d. Hamilton County – Indian Lake

2. What was the purpose of your visit today? Please click all that apply.
 - a. ACCESS-VR
 - b. Adult Education/TASC Test Prep
 - c. Attend a Workshop
 - d. Employer Services
 - e. Job Interview
 - f. Job Search Assistance
 - g. Partners in Transition
 - h. Required Social Services Appointment
 - i. Required Unemployment Insurance Appointment
 - j. Resume Assistance
 - k. Resource Room
 - l. Trade Act Assistance
 - m. Training Request
 - n. Youth Services/TABE Testing
 - o. OtherPlease Explain

3. Did you feel welcome during your visit?
 - a. Yes
 - b. No
 - c. OtherPlease Explain

4. Did you have a positive experience while at the OneWorkSource Center?
 - a. Yes
 - b. No
 - c. OtherPlease explain

5. Please rate your overall experience with the OneWorkSource Center.
 - a. Extremely Satisfied and Exceed my Expectations
 - b. Satisfied and my needs were met
 - c. Somewhat satisfied
 - d. Not satisfiedPlease explain

6. Additional comments (optional)

7. Would you like us to contact you concerning your visit today?
 - a. Yes
 - b. NoIf yes, please provide additional contact information below:

8. If you would like to participate in our monthly raffle for a gift card, please provide us your e-mail address:
E-mail address

THANK YOU for your time – we appreciate your input! Please press DONE to submit your survey.

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