



Business Services Survey Policy Amended November 13th, 2020

The North Country OneWorkSource Centers (Clinton, Essex, Franklin and Hamilton counties) aim to provide excellent business services to its clients. This policy from the North Country Workforce Development Board (NCWDB) measures business satisfaction through its Business Services Survey to ensure service providers meet Workforce Innovation and Opportunity Act (WIOA) requirements and the certification process.

Findings generated by the OneWorkSource Centers' Business Services Survey is used to improve service delivery across the workforce development system in the North Country.

1. The Business Services Survey is a tool used by the NCWDB to establish the WIOA certification of its OneWorkSource Centers. It is offered via www.ncworkforce.com to businesses interacting with OneWorkSource Centers (Appendix A).
2. OneWorkSource Center service providers are responsible for forwarding the Business Services Survey link (www.oneworksourcecenter.com) to businesses they engage with.
3. Survey results are used to improve the OneWorkSource Centers' business service delivery by the NCWDB as well as monitor center performance and address issues. The survey results will be shared with OneWorkSource Center Workforce services providers monthly to ensure continuous improvements.



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Business Services Survey Policy Appendix A

OneWorkSource Center Business Services Survey Questions

1. Which of the following OneWorkSource Center did you receive services from?
 - a. Clinton County – Plattsburgh
 - b. Franklin County – Malone
 - c. Essex County – Elizabethtown
 - d. Hamilton County – Indian Lake

2. What services were you provided?
 - a. On-the-job Training
 - b. Work Experience
 - c. Recruitment Assistance
 - d. Training (AIME, CNA, Welding, etc.)
 - e. Job Placement Assistance
 - f. Job Shadow
 - g. Internships
 - h. Apprenticeships
 - i. Work Study
 - j. Job Posting
 - k. Shared Work

3. 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 satisfied
 - e. Please explain

4. Would you use OneWorkSource again?
 - a. Yes
 - b. No
 - c. Comments

5. Additional comments (optional)

6. Contact information (optional)