



Workforce System Performance Measures

Customer Satisfaction Work Group: Possible Employer Questions

There are six **Legislatively Required Questions**, all of which are graded on a five-point scale (excellent / good / fair / poor / don't know):

1. How do you rate the timeliness of the services provided by the (agency)?
2. How do you rate the ability of the (agency) to provide services correctly the first time?
3. How do you rate the helpfulness of (agency) staff?
4. How do you rate the knowledge and expertise of (agency) staff?
5. How do you rate the availability of information at (agency)?
6. How do you rate the overall quality of service provided by (agency)?

Suggested new Employer Questions:

1. Did you hire an employee through the (workforce system)? (Y/N)
 - a. *If yes, how satisfied were you with the person you hired? (use same scale as above)*
 - b. *If no, why were you not satisfied? (open-ended)*
2. Did you feel the candidates sent to you were competitive for the job? (use same scale as above)
3. Were you able to hire someone in a timeframe that met your needs? (use same scale as above or develop different words; if the latter, keep it as four points plus don't know)
4. Would you list future job openings with the (workforce system)? (develop different scale, but keep it as four points plus don't know)
5. Please provide us any other comments you'd like.
6. Are there additional services related to workforce that you are interested in receiving that may be able to help your business?
7. Are you interested in additional training for your current workers (qualifier around if it's actually available)?
8. Are you interested in pre-hire training in support of your current or future recruitment needs?
9. Are there specific skills and or certifications you are interested in that you are having trouble in finding through your current or historical recruitments?