

**Unemployment Insurance Customer Service Survey**

(Circle the SC Works Center visited) Abbeville, Edgefield, Greenwood, Laurens, McCormick, Newberry, Saluda

|  |  |
| --- | --- |
| Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Age: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
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Thank you for telling us about your visit to the SC Works Upper Savannah Center. The following survey is voluntary and will be kept confidential. Your answers may be used to improve the services at the center.

The following questions are related to Unemployment Insurance (UI) services you may have received during your visit to SC Works.   SC Works serves as an access point to UI and staff can only assist you in navigating to and through the online UI system or provide you with contact information to reach a UI representative.  **Please be aware SC Works staff are not UI representatives or specialists.  They have no access to your UI claim and cannot address any UI issues or specific questions.**

Please answer the questions below.

1. Was the SC Works staff friendly;

|  |  |
| --- | --- |
| 1. Yes, they were concerned with helping me.
 | 1. Yes, but they did not appear to be concerned about my issue(s).
 |
| 1. No, Why? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. Who assisted you?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

1. Did the SC Works staff assist you in accessing the UI system?  Were they knowledgeable of the site and able to assist you in locating the info you needed?  Such as filing a claim or an appeal, obtaining a printout, etc...

|  |  |
| --- | --- |
| 1. Yes
 | 1. No
 |
| 1. No, please explain\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
 |

1. The staff helped me with the following (circle all that apply).

|  |  |
| --- | --- |
| 1. Creating a resume
 | 1. Navigating the SC Works website
 |
| 1. Finding job training
 | 1. Following up with finding job leads
 |

1. After this visit, I feel closer to finding a job.

|  |  |
| --- | --- |
| 1. Yes
 | 1. No
 |

**While the SC Works Center has no control over the UI call center, we would still like your feedback if you have recently called for help.**

1. How soon were you able to contact a live representative?

|  |  |
| --- | --- |
| 1. A live rep picked up almost immediately
 | 1. I got to talk to a live rep, but I had to wait a few minutes
 |
| 1. I got to talk to a live rep, but only after calling several times
 | 1. I have never been able to contact a live rep.
 |

1. How well was the call center able to address your concerns?

|  |  |
| --- | --- |
| 1. The rep was helpful and effective in addressing my concerns
 | 1. The rep was helpful, but we were unable to fix my problem
 |
| 1. The rep was not helpful at all
 | 1. I never got to speak with a rep
 |

(Optional) To be contacted about this survey or other services, please provide your contact information below.

|  |  |
| --- | --- |
| Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Phone:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Please write additional comments below: |  |

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