DOES Participant
Customer Satisfaction Survey

1. How long have you been a DOES customer?
   - ☐ 3 years or more
   - ☐ 2 to 3 years
   - ☐ 1 to 2 years
   - ☐ Less than a year

2. What is the name of the DOES program in which you are presently enrolled?
   [Blank space for entry]

3. Which of the following best describes your experience with DOES programs?
   - ☐ Very satisfied
   - ☐ Satisfied
   - ☐ Neither satisfied nor dissatisfied
   - ☐ Dissatisfied
   - ☐ Very dissatisfied

4. Did you receive an orientation at the start of the program?
   - ☐ Yes
   - ☐ No

5. How frequently do you interact with DOES program staff?
   - ☐ Always
   - ☐ Usually
   - ☐ Sometimes
   - ☐ Rarely
   - ☐ Never

6. How would you rate the knowledgeability of DOES program staff?
   - ☐ Very knowledgeable
   - ☐ Somewhat knowledgeable
   - ☐ Not very knowledgeable
   - ☐ Not at all knowledgeable
7. How would you rate the support provided by your training provider?  
☐ Very supportive  
☐ Somewhat supportive  
☐ Not very supportive  
☐ Not at all supportive  

8. Overall, how would you rate your satisfaction with the training facility?  
☐ Very satisfied  
☐ Satisfied  
☐ Neither satisfied nor dissatisfied  
☐ Dissatisfied  
☐ Very dissatisfied  

9. How responsive is the training staff in addressing questions and concerns about the program?  
☐ Always  
☐ Usually  
☐ Sometimes  
☐ Rarely  
☐ Never  

10. Overall, how would you rate the quality of the program?  
☐ Very high quality  
☐ High quality  
☐ Neither high nor low quality  
☐ Low quality  
☐ Very low quality  

11. How likely are you to recommend DOES programs and services to other jobseekers?  
☐ Very likely  
☐ Likely  
☐ Neither likely nor unlikely  
☐ Unlikely  
☐ Very unlikely
12. Do you have any suggestions to improve DOES programs and/or services?

13. If you would like DOES to contact you, please provide your information below.