

# 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?

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.

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