

**CAREER SERVICES CORPORATION
CUSTOMER SATISFACTION SURVEY**

**Thank you for using
services and taking a
feedback. We are
improve and we do incorporate clients' comments into our business practices!**

**our professional
minute to give us some
always trying to**

1. Overall, are you satisfied with the service you received? Yes No

2. Please indicate whether or not you are satisfied with the assistance you received in each of the following areas. If you did not receive service in that area, please check the box labeled "Did Not Receive."

	Satisfied		Did Not
	Yes	No	Receive
a) Identifying my skills, interests, values, personality traits and needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Reviewing potential careers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Planning my future/next career moves	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Selecting a training or educational program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Making a career decision	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Obtaining job hunting skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) Résumé and/or cover letter preparation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h) Interviewing skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i) Gaining confidence in the job search process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. What did you find particularly helpful?

4. What kind of response(s) did you receive regarding your résumé and/or cover letter?

5. If you cancelled or didn't complete all services, please tell us why:

- Transportation, finances or current employment made cancellation necessary**
- I changed my job/career and no longer needed the services**
- I did not find the program to be helpful**
- I was dissatisfied with the staff/services**
- A personal matter or illness forced me to cancel**
- Other reason:**

6. How can we improve our services?

7. What difference did our services really make in your life or job search?

8. Would you recommend our services to others? Yes No