

**S.U.C.C.E.S.S. Tri-City Centre
Employment Resource Centre**

Service Evaluation

Dear Client,

To help us continually improve our service to you and to other clients, please tell us your opinion of our service. Please take a few minutes to answer the following questions. Do not write your name on the questionnaire unless you want us to contact you. All information provided will be treated with confidentiality.

SECTION 1: Demographic Information (please check as appropriate)

1. **Gender:** Male Female

2. **Age:** Under 19 19 - 24
 25 - 34 35 - 44
 45 - 54 55 - 64
 65 and over

3. **First Language**
 English Mandarin Cantonese Farsi Korean
 Tagalog Punjabi Hindi Vietnamese
 Others (Please specify _____)

4. **Immigrant Status**
 Citizen Landed Immigrant: 1-3 years Over 3 years
 Born in Canada Others

5. **Length of Residence in Canada**
 Under 1 year 1-2 years 3-4 years 5-10 years
 Over 10 years Born in Canada

SECTION 2: Evaluation

For each of the following statements, please click ONE number that best reflects your opinion.

5=Strongly Agree 4=Agree 3=Neutral 2=Disagree 1=Strongly Disagree

My case manager is/was able to.....	Strongly Agree			Strongly Disagree	
1. help determine my career decision, job search and/or skills enhancement needs	0 5	0 4	0 3	0 2	0 1

2. develop an action plan based on my needs	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1
3. provide job search assistance in an effective and professional manner	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1
4. provide me with updated labour market information	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1
5. provide me regularly with job information	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1
6. follow up regularly with me on my job search progress	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1
7. treat me with respect and consideration	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1
The service was.....	Strongly Agree		Strongly Disagree		
8. useful for job seekers especially those with English as a Second Language	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1
Physical Environment and Wait Time					
9. I am/was happy with the physical environment at the service centre	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1
10. The time I waited to see my counsellor at an appointment was reasonable	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1
11. My counselor is/was able to provide timely support when I need/needed assistance.	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1
Overall Evaluation	Excellent			Poor	
12. On the whole I will rate my case manager as	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1
13. On the whole I will rate this service as	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1
14. I would recommend this service to friends and relatives	<input type="radio"/> Yes		<input type="radio"/> No		

SECTION 3: Comments

1. Any other comments?

Thank you very much for your help. If you wish to leave your name and contact details, please fill in the information in the box. **This is optional.**

- Name _____
- Phone Number: _____
- E-mail: _____