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**North Carolina Division of Vocational Rehabilitation Services**

**Employer Satisfaction Survey**

The North Carolina Division of Vocational Rehabilitation Services (NC DVRS) is interested in your ratings for the services we provide to you as an employer. Please take a few moments to complete the survey below. When you are finished, please return the survey to Stephanie Vinson, Employer Networks Specialist, via email at Stephanie.vinson@ncmail.net.

**1. Are you familiar with the services offered to employers through NC DVRS?**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Yes** | **No** | **Have Used This Service** | **Would use this service in the future** |
| a. Recruitment Assistance |  |  |  |  |
| b. Training Assistance for New Hires |  |  |  |  |
| c. On the Job Training Reimbursements |  |  |  |  |
| d. Financial Incentives/ Tax Credits and Incentive  |  |  |  |  |
| e. Rehab. Technology/Workplace Modification/Accommodations |  |  |  |  |
| f. Retaining existing employees with disabilities |  |  |  |  |
| g. Training and Consultation on disability Etiquette/Awareness/ADA |  |  |  |  |

**2. Have you hired an applicant who received services from NC DVRS?** Yes\_\_\_ No\_\_\_

**3. What is your level of satisfaction with the following services provided by NC DVRS?**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Poor** | **Fair** | **Average** | **Good** | **Excellent** |
| a. Recruitment Assistance |  |  |  |  |  |
| b. Training Assistance for New Hires |  |  |  |  |  |
| c. On the Job Training Reimbursements |  |  |  |  |  |
| d. Financial Incentives/Tax Credits and Incentive  |  |  |  |  |  |
| e. Rehab. Technology/ Workplace Modification/Accommodations |  |  |  |  |  |
| f. Retaining existing employees with disabilities |  |  |  |  |  |
| g. Training and Consultation on disability Etiquette/Awareness/ ADA |  |  |  |  |  |

**4. What is your level of satisfaction with NC DVRS staff in regard to the following:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Poor** | **Fair** | **Average** | **Good** | **Excellent** |
| a. Courtesy of Staff |  |  |  |  |  |
| b. Competence of Staff |  |  |  |  |  |
| c. Responsiveness of Staff |  |  |  |  |  |
| d. Staff’s Understanding of Your Business Needs |  |  |  |  |  |

**5. What is your overall level of satisfaction with the services your company has received from NC DVRS?**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Very Unsatisfied** | **Unsatisfied** | **Neutral** | **Satisfied** | **Very Satisfied** |
|  |  |  |  |  |

**6. Is there anything that we can do to improve the services that we provide to you as an employer?**

|  |
| --- |
|  |

**Company Name:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Job Title of the Person Completing the Survey:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Thank You for Completing the Survey!**