

Attachment D Customer Satisfaction

(This information is refined from TEGL 6-00 regarding
the Customer Satisfaction Performance Measures)

Customer Satisfaction Measures

A. Overview of Measurement Approach. To meet the customer satisfaction measurement requirements of WIA, the Department will use customer satisfaction surveys. The survey approach that will be utilized allows State and local flexibility and, at the same time, captures common customer satisfaction information that can be aggregated and compared at a State and national level. This will be done through the use of a small set of required questions that will form a customer satisfaction index. The Department will use the American Customer Satisfaction Index (ACSI), which is created by combining scores from three specific questions that address different dimensions of customers' experience. For WIA application, there will be one score for each of the two customer groups: participants and employers.

The ACSI is the most widely used index currently in practice. It is used extensively in the business community, including at over 150 Fortune 500 companies, and in many European countries. Twenty-nine agencies of the Federal government have used the ACSI. In addition, it has been used twice in the past four years to assess customer satisfaction for ETA's Quality Initiative, the Enterprise. The ACSI will allow the workforce investment system to not only look at performance within the system, but also be able to gain perspective on the workforce system's performance by benchmarking against organizations and industries outside of the system. The ACSI also has a history of being useful in tracking change in customer satisfaction over time, making it an ideal way to gauge States' progress "toward continuously improving in performance."

Since the ACSI trademark is proprietary property of the University of Michigan and the Claes Fornell International Group (CFI), the Department has established a license agreement with the University of Michigan that will allow States the use of the ACSI for a Statewide sample of participants and employers.

It is worthwhile to note that States may use the ACSI questions and approach to measure satisfaction at the Local Board level if individual license agreements are purchased from CFI by the State and the ACSI questions and measurement approach are uniformly administered throughout the State. States using the ACSI methodology to measure Local Board performance are not required to conduct separate statewide customer satisfaction surveys to obtain State level results as long as:

- the surveys are administered by telephone,
- respondents are contacted within the window of opportunity outlined for participants and employers, at least 500 surveys are completed statewide for each group -- participants and employers,
- the surveys comply with the methodology spelled out in this guidance, and
- the Local Board results can be weighted to account for sampling differences, if appropriate, and aggregated to obtain state level outcomes.

Please refer to TEGL 6-00 for information on purchasing licenses to use the ACSI methodology to measure satisfaction at the local level. States following this guidance may aggregate local outcomes to obtain State level outcomes on the customer satisfaction measures. These aggregated results will be reported on the quarterly and annual reports.

B. Customer Satisfaction Measures

Measure 16: Participant Satisfaction

The weighted average of participant ratings on each of the three questions regarding overall satisfaction are reported on a 0-100 point scale. The score is a weighted average, not a percentage.

1. Who Will Be Surveyed?

WIA Title I-B participants who are exiters as defined in the core measures, who are either Adults, Dislocated Workers, Older Youth (ages 19-21), or Younger Youth (ages 14-18) will be surveyed. All individuals from all funding streams in an exit cohort are eligible to be chosen for inclusion in the random sample.

2. How Many (number obtained)?

Except in small States, a sample will be taken from these exiter groups in each quarter. At least 500 completed interviews are required for the participant survey for calculation of the indicator. States are required to determine the appropriate sample sizes and sampling percentages using the required response rate and the required number of completed interviews. The sampling percentage should be constant over time to avoid under-representing or over-representing time intervals. A completed participant survey is defined as a survey in which all three questions about overall satisfaction have been answered. The standard of 500 from a sample of the whole population of customers provides accuracy such that there is only a 5 in 100 chance that the results would vary by more than ± 5 points from the score obtained from surveying the whole population.

For the first year of data collection only, there is a minimum response rate of 50% for determining the usefulness of the data for performance measurement purposes. Response levels below 50% during the first year will invalidate the results for performance measurement purposes as significant bias in the results is likely. For the following years of data collection, States are expected to achieve a 70% response rate.

3. How (methodology)?

The responses are obtained using a uniform telephone methodology. The rationale for only using telephone surveys includes: the comparability of the indicator for assessing performance levels is most reliably obtained with a telephone survey; telephone surveys are easily and reliably administered; and defining procedures for mailed surveys is more difficult than defining procedures for telephone surveys. Estimates of the cost of telephone surveys nationwide run an average of \$15 per completed survey. Since it is being proposed that States complete 500 participant and 500 employer surveys, the cost would be an estimated total of about \$15,000 per State per year.

As with other data collected on the receipt of services by participants, the responses to the customer satisfaction surveys must be held confidential as required by applicable State law. Before promising respondents confidentiality of results, States must ensure that they have legal authority for that promise. Such authority can be found in State privacy laws, for example.

To ensure ACSI results for individuals are collected in a consistent and uniform manner, procedures used by States to obtain participant customer satisfaction information must satisfy the following criteria:

- A. Participant customer satisfaction responses must be collected by way of telephone interviews. In-person interviews and mail questionnaires may be used only in situations where the individual does not have a telephone.
- B. Participants should be contacted as soon as possible after the date of exit and no later than 60 days after the date of an exit or 60 days after the 90 days have elapsed since the last service

date.

- C. States must complete a minimum of 500 participant surveys during the program year to accurately assess performance on the ACSI.
- D. States must randomly sample participants to obtain the desired number of completed surveys. States are required to determine the appropriate sample sizes and sampling percentages using the required response rate and the required number of completed interviews.
- E. With the exception of the first year of data collection, the response rates for participant surveys must be a minimum of 70 percent. For the first year of data collection only, there is a minimum response rate of 50% for determining the usefulness of the data for performance measurement purposes.

The response rate is calculated as the number of respondents with *complete* customer satisfaction information divided by the total number in the sampling frame. A survey is considered *complete* where valid answers are provided by respondents for each of the core questions outlined by DOL.

- F. Attempts must be made to contact all exiters in the samples to avoid introducing bias.
- G. The sampling methodology used to select potential respondents for the surveys must ensure the consistent random selection of a sample of individuals eligible for the surveys. With this in mind, no individual in the participant group eligible for the survey may be arbitrarily excluded from a sample.

It is very important that all records for eligible participants be entered in a timely fashion into the databases. The information in these databases will be used to develop lists of participants who received services that are the subject of the surveys. Participant samples must be drawn on at least a monthly basis. Also, procedures used to draw a sample must conform to accepted statistical practices, such as using a table of random numbers.

- H. Every precaution must be taken to prevent a response bias.
- I. The *core question(s)* and survey approach used by States to collect customer satisfaction information must be uniformly applied throughout the State.
- J. States must use the minimum core customer satisfaction questions specified by the Department in collecting and reporting satisfaction outcomes. These mandatory items should be located at the beginning of the questionnaire. States may include other questions about the service experience.
- K. Respondents must be told that responding to the survey is voluntary and that the information they provide will be kept confidential. However, States must not make any assurances regarding confidentiality without ensuring that they have the legal authority to make such assurances.
- L. States must create a process for creating an up-to-date customer list, capturing information on each customer's address and telephone number.

- M. Local program staff must inform the customer during the registration process about the importance of satisfying customers and the possibility of being contacted for information on his or her experience with the services. Customers must be told the survey is voluntary and that responses are considered confidential. However, States must not make any assurances regarding confidentiality without ensuring that they have the legal authority to make such assurances.
- N. The interview should be limited to 15 minutes or less. Shorter questionnaires produce better response rates when compared to longer questionnaires.
- O. A minimum of five follow-up attempts is required, involving various times of the day before closing the record.
- P. Local programs should collect alternate contact information from a person known by the customer who would know the whereabouts of the customer in the event the customer cannot be reached at the address and telephone number recorded for the customer.
- Q. A letter in advance of the survey should be sent out informing the customer that he or she can expect to receive a telephone call about his or her satisfaction with the services. States should place a phone number on the letter, suggesting that customers call if they need help or call if their home phone numbers changed.

4. When to Conduct Surveys?

The surveys should be conducted on a rolling basis within the time frame for participants indicated below. To obtain sufficient numbers, smaller States will need to survey on an ongoing basis. Participants should be contacted within 60 days of the exit date or the date that an exit date has been determined. This means either 60 days after the date of an exit interview or 60 days after the 90 days have elapsed since the last service date.

5. What are the Core Questions?

The following introductory statement and core ACSI questions are to be read to the respondent at the beginning of the interview². The introductory script sets the context for the interview by focusing the interview on the service experience, date(s) of service, and the firm(s) or organization(s) delivering the service(s). In addition to contact information, the survey administrators will need to know the service(s) provided to each customer, the date(s) of service, and the firm(s) providing the service(s) in order to complete the interviews. The service(s) should be worded in terms recognizable to the customer.

[Introductory Script]

My name is (interviewer) with (firm or agency) and I am conducting a survey for the (program name). I would like to speak to Ms./Mr. (name of participant).

² Note: The first question can be modified to suit the individual needs of the State and the names for program services recognizable for their population. The lead-in question provided is a model to be used as guidance.

Are you the Ms./Mr. (name of participant) who received a (name of service(s)) from the _____ on (date or date range)? [IF THE RESPONDENT CONFIRMS PARTICIPATION, PROCEED WITH THE INTERVIEW. IF NO, END THE INTERVIEW AND THANK THE RESPONDENT FOR HIS OR HER TIME.]

I would like to ask you some questions about your recent experience with the services provided to you. Our purpose is to learn from you how to improve programs and services offered to people. The survey was approved by the Office of Management and Budget to collect information on your experience with services we provide to individuals. The questionnaire is voluntary and should take no longer than 15 minutes to complete.

Please know the answers you provide to my questions will be kept confidential. Do you have any questions for me before we start the interview? [IF NO, CONTINUE. IF YES, PROBE TO UNDERSTAND THE QUESTIONS, PROVIDE ANSWERS AND RESTATE THE IMPORTANCE OF THE RESPONDENT'S PARTICIPATION IN THE INTERVIEW.]

[The Questions]

First, I want you to rate your overall experience with the services. I will read to you three statements and ask you to rate your experience.

- Utilizing a scale of 1 to 10 where "1" means "Very Dissatisfied" and "10" means "Very Satisfied" what is your overall satisfaction with the services provided from _____?

Very Dissatisfied									Very Satisfied	DK ³	REF ⁴
1	2	3	4	5	6	7	8	9	10	11	12

- Considering all of the expectations you may have had about the services, to what extent have the services met your expectations? "1" now means "Falls Short of Your Expectations" and "10" means "Exceeds Your Expectations."

Falls Short of Expectations									Exceeds Expectations	DKREF	
1	2	3	4	5	6	7	8	9	10	11	12

- Now think of the ideal program for people in your circumstances. How well do you think the services you received compare with the ideal set of services? "1" now means "Not very close to the Ideal" and "10" means "Very Close to the Ideal."

³ DK = Don't Know

⁴ REF = Refused to Answer

Not Close To Ideal									Very Close To Ideal		DK	REF
1	2	3	4	5	6	7	8	9	10	11	12	

Measure 17: Customer Satisfaction

The weighted average of employer ratings on each of the three questions regarding overall satisfaction are reported on a 0-100 point scale. The score is a weighted average, not a percentage.

1. Who Will Be Surveyed?

Those eligible for surveying include employers who have received a substantial service where the service has been completed or, if it is an ongoing service, when a full segment of service has been provided (e.g., after listing an open job order, the employer has received some referrals or if no service, 30 days have elapsed after the initial request). All employers who have received a substantial service involving personal contact with One-Stop staff are eligible to be chosen for inclusion in the random sample (this excludes those employers who request a brochure or standard mailing, those who ask a question that is answered with little expenditure of staff time, or those who use electronic self-services).⁵ Examples of substantial services include staff facilitated job orders, customized job training, customized labor market information requests, and on-the-job training activities.

When an employer has received multiple services, priority should be given to the service that required the greatest expenditure of funds or staff time⁶ and the survey conducted regarding their satisfaction with that service.

2. How Many (number obtained)?

Except in small States, a sample will be taken from these employers. At least 500 completed interviews are required for the employer survey for calculation of the indicator. States are required to determine the appropriate sample sizes and sampling percentages using the required response rate and the required number of completed interviews. The sampling percentage should be constant over time to avoid under-representing or over-representing time intervals. A completed employer survey is defined as a survey in which all three questions regarding overall satisfaction have been answered. The standard of 500 from a sample of the whole population of customers provides accuracy such that there is only a 5 in 100 chance that the results would vary by more than ± 5 points from the score obtained from surveying the whole population.

For the first year of data collection only, there is a minimum response rate of 50% for determining the usefulness of the data for performance measurement purposes. Response levels below 50% during the first year will invalidate the results for performance measurement purposes as significant bias in the results is likely. For the following years of data collection, States are expected to achieve a 70% response rate.

3. How (methodology)?

⁵ This standard is similar to the participant standard that distinguishes core services (information/self-service) from those services that warrant registration.

⁶ Where an employer has received multiple services in a given time period, and there is separate contact information for each service, the contact information for the priority service should be used for surveying.

The responses are obtained using a uniform telephone methodology. The rationale for only using telephone surveys include: the comparability of the indicator for assessing performance levels is most reliably obtained with a telephone survey; telephone surveys are easily and reliably administered; and defining procedures for mailed surveys is more difficult than defining procedures for telephone surveys. Estimates of the cost of telephone surveys nationwide run an average of \$15 per completed survey. Since it is being proposed that States complete 500 participant and 500 employer surveys, the cost would be an estimated total of about \$15,000 per State per year.

As with other data collected on the receipt of services by employers, the responses to the customer satisfaction surveys must be held confidential as required by applicable State law. Before promising respondents confidentiality of results, States must ensure that they have legal authority for that promise. Such authority can be found in State privacy laws, for example.

To ensure ACSI results for individuals are collected in a consistent and uniform manner, procedures used by States to obtain employer customer satisfaction information must satisfy the following criteria:

- A. Employer customer satisfaction responses must be collected by way of telephone interviews. In-person interviews and mail questionnaires may be used only in situations where the individual does not have a telephone.
- B. Employer customers should be contacted as soon as possible after the completion of the service and no later than 60 days after the completion of the service. For employers who listed a job order where no referrals were made, contact should occur 30 to 60 days after the job order was listed.
- C. States must complete a minimum of 500 employer surveys during the program year to accurately assess performance on the ACSI.
- D. States must randomly sample employers to obtain the desired number of completed surveys. States are required to determine the appropriate sample sizes and sampling percentages using the required response rate and the required number of completed interviews.
- E. With the exception of the first year of data collection, the response rates for employer surveys must be a minimum of 70 percent. For the first year of data collection only, there is a minimum response rate of 50% for determining the usefulness of the data for performance measurement purposes.

The response rate is calculated as the number of respondents with *complete* customer satisfaction information divided by the total number in the sampling frame. A survey is considered *complete* where valid answers are provided by respondents for each of the core questions outlined by DOL.

- F. Attempts must be made to contact all eligible employers in the samples to avoid introducing bias.
- G. The sampling methodology used to select potential respondents for the surveys must ensure the consistent random selection of a sample of individuals or employers eligible for the surveys. With this in mind, no individual in the employer group eligible for the survey may be arbitrarily excluded from a sample.

It is very important that all records for eligible employers be entered in a timely fashion into the databases. The information in these databases will be used to develop lists of employers who received services that are the subject of the surveys. Employer samples must be drawn on at least a monthly basis. Also, procedures used to draw a sample must conform to accepted statistical practices, such as using a table of random numbers.

- H. Every precaution must be taken to prevent a response bias.
- I. The *core question(s)* and survey approach used by States to collect customer satisfaction information must be uniformly applied throughout the State.
- J. States must use the minimum core customer satisfaction questions specified by the Department in collecting and reporting satisfaction outcomes. These mandatory items should be located at the beginning of the questionnaire. States may include other questions about the service experience.
- K. Respondents must be told that responding to the survey is voluntary and that the information they provide will be kept confidential. However, States must not make any assurances regarding confidentiality without ensuring that they have the legal authority to make such assurances.
- L. States must create a process for creating an up-to-date customer list, capturing information on each customer's address and telephone number.
- M. Local program staff must inform the customer during the service application process about the importance of satisfying customers and the possibility of being contacted for information on his or her experience with the services. Customers must be told the survey is voluntary and that responses are considered confidential.
- N. The interview should be limited to 15 minutes or less. Shorter questionnaires produce better response rates when compared to longer questionnaires.
- O. A minimum of five follow-up attempts is required, involving various times of the day before closing the record.
- P. Local programs should collect alternate contact information from a person known by the customer who would know the whereabouts of the customer in the event the customer cannot be reached at the address and telephone number recorded for the customer.
- Q. A letter in advance of the survey should be sent out informing the customer that he or she can expect to receive a telephone call about his or her satisfaction with the services. States should place a phone number on the letter, suggesting that customers call if they need help or call if their phone numbers changed.

4. When to Conduct Surveys?

The surveys should be conducted on a rolling basis within the time frame indicated below. To obtain sufficient numbers, smaller States will need to survey on an ongoing basis. Employers should be contacted within 60 days of the completion of the service or 30-60 days after a job order has been listed where no referrals have been made.

5. What are the Questions?

The following introductory statement and core ACSI questions are to be read to the respondent at the beginning

of the interview⁷. The introductory script sets the context for the interview by focusing the interview on the service experience, date(s) of service, and the firm(s) or organization(s) delivering the service(s). In addition to contact information, the survey administrators will need to know the service(s) provided to each customer, the date(s) of service, and the firm(s) providing the service(s) in order to complete the interviews. The service(s) should be worded in terms recognizable to the customer.

[Introductory Script]

My name is (interviewer) with (firm or agency) and I am conducting a survey for the (program name). I would like to speak to Ms./Mr. (name of employer contact).

Are you the Ms./Mr. (name of contact) who received a (name of service(s)) from the _____ on (date or date range)? [IF THE RESPONDENT CONFIRMS PARTICIPATION, PROCEED WITH THE INTERVIEW. IF NO, END THE INTERVIEW AND THANK THE RESPONDENT FOR HIS OR HER TIME.]

I would like to ask you some questions about your recent experience with the services provided to your business. Our purpose is to learn from you how to improve programs and services offered to area businesses. The survey was approved by the Office of Management and Budget to collect information on your experience with services we provide to employers. The questionnaire is voluntary and should take no longer than 15 minutes to complete.

Please know the answers you provide to my questions will be kept confidential. Do you have any questions for me before we start the interview? [IF NO, CONTINUE. IF YES, PROBE TO UNDERSTAND THE QUESTIONS, PROVIDE ANSWERS AND RESTATE THE IMPORTANCE OF THE RESPONDENT'S PARTICIPATION IN THE INTERVIEW.]

[The Questions]

First, I want you to rate your overall experience with the services. I will read to you three statements and ask you to rate your experience.

- Utilizing a scale of 1 to 10 where "1" means "Very Dissatisfied" and "10" means "Very Satisfied" what is your overall satisfaction with the services provided from _____?

Very Dissatisfied									Very Satisfied	DK ⁸	REF ⁹
1	2	3	4	5	6	7	8	9	10	11	12

⁷ Note: The first question can be modified to suit the individual needs of the State and the names for program services recognizable for their population. The lead-in question provided is a model to be used as guidance.

⁸ DK = Don't Know

⁹ REF = Refused to Answer

2. Considering all of the expectations you may have had about the services, to what extent have the services met your expectations? “1” now means “Falls Short of Your Expectations” and “10” means “Exceeds Your Expectations.”

Falls Short of Expectations								Exceeds Expectations			DKREF
1	2	3	4	5	6	7	8	9	10	11	12

3. Now think of the ideal program for people in your circumstances. How well do you think the services you received compare with the ideal set of services? “1” now means “Not very close to the Ideal” and “10” means “Very Close to the Ideal.”

Not Close To Ideal								Very Close To Ideal		DK	REF
1	2	3	4	5	6	7	8	9	10	11	12

C. Definition of Terms

Sample. A group of cases selected from a population by a random process where everyone has an equal probability of being selected.

Response rate. The percentage of people in the sampling frame who are contacted and respond to the core questions on the survey.

D. The Calculation

The ACSI scores reported for a State represent the weighted sum of the three ACSI questions' values which are transformed into 0 to 100 scale value. The weights are applied to each of the three questions to account for differences in the characteristics of the State's customer groups.

For example, assume the mean values of three ACSI questions for a state are:

- | | |
|-------------------------|-------|
| 1. Overall Satisfaction | = 8.3 |
| 2. Met Expectations | = 7.9 |
| 3. Compared to Ideal | = 7.0 |

Then, these mean values from raw data must first be transformed to the value on a 0 to 100 scale. This is done by subtracting 1 from these mean values, dividing the results by 9 which is the value of range of a 1 to 10 raw data scale, and multiplying the whole by 100:

- | | |
|-------------------------|-----------------------------------|
| 1. Overall Satisfaction | = $(8.3 - 1)/9 \times 100 = 81.1$ |
| 2. Met Expectations | = $(7.9 - 1)/9 \times 100 = 76.7$ |
| 3. Compared to Ideal | = $(7.0 - 1)/9 \times 100 = 66.7$ |

The ACSI score is calculated as the weighted averages of these values. Assuming the weights for the example state are 0.3804, 0.3247 and 0.2949 for questions 1, 2 and 3, respectively, the ACSI score for the state would be calculated as follows:

$$(0.3804 \times 81.1) + (0.3247 \times 76.7) + (0.2949 \times 66.7) = \mathbf{75.4}$$

Weights were calculated by a statistical algorithm to minimize measurement error or random survey noise that exists in all survey data. State-specific weights were calculated using the relative distribution of ACSI respondent data for non-regulatory Federal agencies previously collected and analyzed by CFI and the University of Michigan.

Specific weighting factors have been developed for each State for PY 2000. New weighting factors will be published annually.