



WIA ADMINISTRATION

MEMO:

DATE: 11/20/2014

TO: WIB Directors
WIA Program Managers
DOL Job Center Directors
American Job Center Staff

FROM: Laurie Colbourn
WIA Program Manager
CT Department of Labor

SUBJECT: WIA Participant and Employer Surveys.

Background:

On March 3, 2000, the Department of Labor issued TEGL 7-99 outlining policies on core and customer satisfaction performance measures under Title I of WIA. The TEGL outlined the core customer satisfaction questions, survey approach, and scoring methodology for states to use in deriving statewide customer satisfaction outcomes. Since then, the Connecticut Department of Labor has implemented a number of approaches to gather the required information with mixed results.

Summary:

In an effort to streamline the current process for both customers and partners, WIA Administration has partnered with a leading online survey company, SurveyMonkey®, to provide both customer and employer surveys in an online format which is easy to access, complete, and submit. In addition to online resources, bar-coded paper surveys have been made available and can be submitted via interoffice mail for those individuals who are unable to participate via online submission.

Final ver 1.0

From the Connecticut Department of Labor Home Page, click first on the Employment Services link and then on the WIA Services link. Links to both Customer and Employer surveys are found under the heading Customer and Employer Satisfaction Surveys.

Direct access to the survey can be found by clicking the following link:

<http://www.ctdol.state.ct.us/wia/wia.htm>

A shortcut to the survey may be made available on the desktop and WIBs may request permission to embed the link on their web page by completing and submitting the attached form to the units email address CTDOLworkforceadmin@ct.gov.

The survey is an easy to use online document which combines text input with drop down box selections where appropriate. All information gathered is completely anonymous as SurveyMonkey® employs the latest technology to protect all information gathered.

Action Requested:

It is our hope that all customers will be given an opportunity to complete the survey upon completion of services and we encourage all staff to promote and implement its use.



WIA ADMINISTRATION

Request to add survey link to web-page

Date: _____

Requesting WIB/Provider: _____

URL page where link will be embedded: _____

Contact Person for Web services: _____

Phone Number for Contact: _____

Email for Contact _____

Signature of requesting party: _____

Title: _____

American Job Center Customer Satisfaction Survey

1. Address

City/Town

ZIP/Postal Code

2. Utilizing a Scale of 1 through 5 where "1" means Very Satisfied and "5" means Very Dissatisfied what is your overall satisfaction with the services provided from the Connecticut Department of Labor and its American Job Center partners?

1 Very Satisfied 2 3 4 5 Very Dissatisfied

3. Considering all expectations you may have had about the services, to what extent did the services meet your your expectations? "1" now means "exceeded your expectations" and "5" means "fell short of your expectations".

1 Exceeded your expectations 2 3 4 5 Fell short of your expectations

4. Think of the ideal program for an individual in your circumstances. How well do you think the services you received compare to the ideal set of services? "1" means "Very close to the ideal", "5" means "Not very close to the ideal".

1 Very close to ideal 2 3 4 5 Not very close to ideal

5. Do you have any comments regarding your experience with the Connecticut Department of Labor and its American Job Center partners?

6. Do you have any suggestions for improving our services? Please identify the agency for which you are making the suggestions.

7. Which American Job Center are you working with?

8. Which Workforce Investment Board are you working with?

Done

Final ver 1.0