

American Customer Satisfaction Index (ACSI) Table of Weights Guidance

[TRAINING AND EMPLOYMENT GUIDANCE LETTER No. 36-10](#)

Subject: Table of Weights for Use in Calculating State-Level American Customer Satisfaction Index (ACSI) Scores for the Participant and Employer Customer Satisfaction Surveys.

Source Date: June 27, 2011

September 30, 2010:

The ACSI weights for this year's customer satisfaction calculations are now available:

Subject: The ACSI Table of Weights for this year's customer satisfaction calculations are now available: [Instructions](#) and the [weights](#)

Source Date: September 30, 2010

[TRAINING AND EMPLOYMENT GUIDANCE LETTER No. 7-09](#)

Subject: Updated Table of Weights for Use in Calculating State-Level American Customer Satisfaction Index (ACSI) Scores for the Participant and Employer Customer Satisfaction Surveys.

Source Date: September 30, 2009

[TRAINING AND EMPLOYMENT GUIDANCE LETTER NO. 02-08](#)

Subject: Updated Table of Weights for Use in Calculating State-Level American Customer Satisfaction Index (ACSI) Scores for the Participant and Employer Customer Satisfaction Surveys

Source Date: August 27, 2008

[TRAINING AND EMPLOYMENT GUIDANCE LETTER NO. 01-07](#)

Subject: Updated Table of Weights for Use in Calculating State-Level American Customer Satisfaction Index (ACSI) Scores for the Participant and Employer Customer Satisfaction Surveys

Source Date: July 03, 2007

[TRAINING AND EMPLOYMENT GUIDANCE LETTER NO. 10-05](#)

Subject: Updated Table of Weights for Use in Calculating State-Level American Customer Satisfaction Index (ACSI) Scores for the Participant and Employer Customer Satisfaction Surveys

Source Date: December 22, 2005

[TRAINING AND EMPLOYMENT GUIDANCE LETTER NO. 11-04](#)

Subject: Updated Table of Weights for Use in Calculating State-Level American Customer Satisfaction Index (ACSI) Scores for the Participant, Employer and Job Seeker Customer Satisfaction Surveys

Source Date: November 30, 2004

[TRAINING AND EMPLOYMENT GUIDANCE LETTER NO. 08-03](#)

Subject: Updated Table of Weights for Use in Calculating State-Level American Customer Satisfaction Index (ACSI) Scores for the Participant, Employment and Job-Seeker Customer Satisfaction Surveys

Source Date: October 14, 2003

[TRAINING AND EMPLOYMENT GUIDANCE LETTER NO. 07-02](#)

Subject: Updated Table of Weights for Use in Calculating State-Level American Customer Satisfaction Index (ACSI) Scores for the Participant, Employment and Job Seeker Customer Satisfaction Surveys

Source Date: October 04, 2002

[TRAINING AND EMPLOYMENT GUIDANCE LETTER NO. 06-00](#)

Subject: Guidance on Obtaining Customer Satisfaction Results for Participants and Employers Receiving Services Under Title I of the Workforce Investment Act (WIA)

Source Date: September 21, 2000

[▶ Relate Change](#)

[TRAINING AND EMPLOYMENT GUIDANCE LETTER NO. 06-00, CHANGE 1](#)