EMPLOYMENT AND TRAINING ADMINISTRATION ADVISORY SYSTEM U.S. DEPARTMENT OF LABOR Washington, D.C. 20210	CLASSIFICATION ACSI
	CORRESPONDENCE SYMBOL OWI/DAS
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TRAINING AND EMPLOYMENT GUIDANCE LETTER NO. 36-10

TO: ALL STATE WORKFORCE AGENCIES
        ALL STATE WORKFORCE LIAISONS

FROM: JANE OATES /s/
        Assistant Secretary

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

1. **Purpose**. To provide states the table of weights for use in calculating Program Year (PY) 2010 Workforce Investment Act customer satisfaction results (See Attachment A). This action will enable states to continue to fulfill statutorily required obligations to collect data and measure customer satisfaction.

2. **References**. Workforce Investment Act of 1998 (WIA), Section 136; WIA Final Rule 20 CFR Part 666; Training and Employment Guidance Letter (TEGL) No. 17-05 ("Common Measures Policy for the Employment and Training Administration's (ETA) Performance Accountability System and Related Performance Issues," February 17, 2006).

3. **Background**. The Department of Labor (Department) uses the ACSI to meet the customer satisfaction measurement requirements of WIA. The ACSI survey approach captures common customer satisfaction information that can be aggregated and compared at different levels. Please refer to the WIA Information Management System data collection package (Office of Management and Budget No. 1205-0420) for information on creating and administering the ACSI at the state level. *Guidance on Capturing Customer Satisfaction Results* can be found in Attachment B of this TEGL as well as on the ETA Web site at: http://www.doleta.gov/performance/guidance/WIA/Guidance-Collecting-Customer-Satisfaction-Data-Expires-02282009.doc.

   The ACSI is a weighted score computed from the customer responses to a small set of required questions, with the weighted factors based on the relative distribution of ACSI respondent data for non-regulatory Federal agencies previously collected and analyzed by the ACSI, LLC. The ACSI trademark is the proprietary property of ACSI, LLC.

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4. **ACSI Table of Weights**. Weights were calculated by using a statistical algorithm in order to minimize random survey variation or measurement errors that exist in all survey data. The weights listed in the attachment are to be used by a state in computing performance on the ACSI for employers and participants, and for the Annual Report for PY 2010.

    The weights for the 48 states plus the District of Columbia are included on the attached table.

5. **Calculating DOL ACSI Scores by Using the Weights**. ACSI is unable to produce weights for Alaska and Hawaii due to unusually small survey sample sizes. In the Annual Report, these states may a) submit data using the weights last made available or b) submit unweighted results. The ACSI scores of different states for DOL services are calculated by the weighted sum of the three ACSI question means (measured on 1-10 scales) transformed to 0-100 scale values.

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

Overall satisfaction	8.3
Confirmation/disconfirmation of expectations	7.9
Comparison to ideal	7.0

    These mean values from raw data must first be transformed to the values on the 0-100 scale. This is done by subtracting 1 from the mean values, dividing the result by 9, which is the value range of the 1 to 10 raw data scale, and multiplying by 100.

    0 to 100 Overall Satisfaction = ((8.3 - 1)/9) x 100 = 81.1
    0 to 100 Confirmation/disconfirmation of expectations = ((7.9-1)/9) x 100 = 76.7
    0 to 100 Comparison to ideal = ((7.0-1)/9) x 100 = 66.7

    These values are then multiplied by the weighted values for the particular state. For example, the ACSI values in the example, using ACSI's weighted values for illustrative purposes would be: (.3911 x 81.1) + (.3283 x 76.7) + (.2806 x 66.7) = 75.6 (rounds to 76).

6. **Action Requested**. States shall distribute this guidance to all officials within the state who need such information to implement WIA customer satisfaction measures. All states must administer customer satisfaction surveys and collect data on customer satisfaction regardless of whether the state has a waiver of the Common Measures. The only difference is that those states with a waiver of the Common Measures are exempted from *reporting* results to ETA. As mentioned in section four of this TEGL, Hawaii and Alaska have two options that will fulfill the reporting requirements.

    In addition, states will need to footnote their customer satisfaction survey results in their WIA Annual Report narrative as follows: *the response rate was "X" percent; results are not intended to make any inferences beyond the survey's respondents*.

7. **<u>Inquiries</u>**. Questions concerning this issuance may be directed to the appropriate Regional Office.

8. **<u>Attachment</u>**.

    A. ACSI Formula Weights for use in PY 2010.
    B. Guidance On Capturing Customer Satisfaction Results