	CLASSIFICATION
EMPLOYMENT AND TRAINING ADMINISTRATION **ADVISORY SYSTEM** **U.S. DEPARTMENT OF LABOR** **Washington, D.C. 20210**	ACSI
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TRAINING AND EMPLOYMENT GUIDANCE LETTER NO. 10-05

TO: ALL STATE WORKFORCE AGENCIES
         ALL STATE WORKFORCE LIAISONS

FROM: EMILY STOVER DeROCCO
         Assistant Secretary

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

1. **Purpose**. To provide states with the Program Year (PY) 2005 ACSI Table of Weights.

2. **References**. Workforce Investment Act of 1998 (WIA), Section 136; WIA Final Rules,

   20 CFR part 666; and Training and Employment Guidance Letter (TEGL) No. 7-99

   ("Core and Customer Satisfaction Performance Measures for the Workforce

   Investment System;" March 3, 2000).

3. **Background**. The Department uses the ACSI to meet the customer satisfaction

   measurement needs of the WIA. The ACSI survey approach captures common

   customer satisfaction information that can be aggregated and compared at different

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	CONTINUING

levels. Please refer to the WIA Information Management System data collection package (OMB No. 1205-0420) for information on creating and administering the ACSI at the state level.

The ACSI is a weighted index score computed from the customer responses to a small set of required questions, with the weighting factors based on the relative distribution of ACSI respondent data for non-regulatory federal agencies previously collected and analyzed by the University of Michigan and the Claes Fornell International Group (CFI). The ACSI trademark is proprietary property of the University of Michigan and CFI. New weighting factors will be published annually by the Department.

4. **ACSI Table of Weights**. Updated weights were calculated for use in PY 2005 by a statistical algorithm in order to minimize random survey variation or measurement error that exists in all survey data. The weights listed in the attachment are to be used by each state in computing performance on the ACSI for employers and participants for the WIA Annual Report for PY 2005.

5. **Applying the Weights in the Calculation of the ACSI**. The ACSI scores 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:

> A. Overall Satisfaction   = 8.7
>
> B. Met Expectations   = 8.3
>
> C. Compared to Ideal   = 8.6

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, the value of range of a 1 to 10 raw data scale, and multiplying the whole by 100:

> A. Overall Satisfaction $= (8.7 - 1)/9 \times 100 = 85.6$
>
> B. Met Expectations $= (8.3 - 1)/9 \times 100 = 81.1$
>
> C. Compared to Ideal $= (8.6 - 1)/9 \times 100 = 84.4$

The ACSI score is calculated as the weighted averages of these values. Assuming the weights for the example state are 0.3562, 0.3424, and 0.3014 for questions A, B, and C, respectively; the ACSI score for the state would be calculated as follows:

$$(0.3562 \times 85.6) + (0.3424 \times 81.1) + (0.3014 \times 84.4) = 83.7$$

6. **Action Required**. States shall distribute this guidance to all officials within the state who need such information to implement the WIA core and customer satisfaction measures.

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

8. **Attachment**. ACSI Formula Weights for PY 2005.