

Attachment

ACSI Formula of Weights by State -- PY 2005			
State Name	Overall Satisfaction	Expectations Confirmation	Compare to Ideal
AK	0.3947	0.3825	0.2228
AL	0.3267	0.3643	0.3090
AR	0.3764	0.3274	0.2962
AZ	0.3540	0.3450	0.3010
CA	0.3644	0.3459	0.2897
CO	0.3539	0.3427	0.3035
CT	0.3457	0.3724	0.2819
DC	0.3809	0.3154	0.3037
DE	0.3984	0.3246	0.2770
FL	0.3719	0.3378	0.2903
GA	0.3371	0.3484	0.3146
HI	0.4171	0.2830	0.2999
IA	0.3758	0.3491	0.2751
ID	0.3557	0.3420	0.3023
IL	0.3638	0.3385	0.2978
IN	0.3603	0.3420	0.2977
KS	0.3736	0.3313	0.2951
KY	0.3826	0.3186	0.2988
LA	0.3459	0.3415	0.3125
MA	0.3599	0.3315	0.3086
MD	0.3682	0.3431	0.2888
ME	0.3707	0.3425	0.2868
MI	0.3568	0.3564	0.2868
MN	0.3538	0.3497	0.2966
MO	0.3435	0.3472	0.3093
MS	0.3607	0.3386	0.3007
MT	0.4041	0.3093	0.2866
NC	0.3566	0.3109	0.3325
ND	0.2866	0.3928	0.3206
NE	0.3131	0.3629	0.3241
NH	0.3544	0.3298	0.3158
NJ	0.3500	0.3686	0.2814
NM	0.3657	0.3547	0.2797
NV	0.2956	0.3462	0.3582
NY	0.3544	0.3379	0.3077
OH	0.3509	0.3538	0.2954
OK	0.3591	0.3521	0.2888
OR	0.3698	0.3492	0.2810
PA	0.3643	0.3375	0.2982
RI	0.3463	0.3747	0.2790
SC	0.3427	0.3441	0.3132
SD	0.4168	0.3220	0.2611
TN	0.3411	0.3339	0.3250
TX	0.3503	0.3309	0.3188
UT	0.3638	0.3260	0.3102
VA	0.3662	0.3502	0.2837
VT	0.3503	0.3421	0.3076
WA	0.3458	0.3602	0.2940
WI	0.3484	0.3503	0.3013
WV	0.3809	0.3286	0.2905
WY	0.3475	0.3521	0.3005
Aggregate	0.3562	0.3424	0.3014