

EMPLOYMENT AND TRAINING ADMINISTRATION ADVISORY SYSTEM U.S. DEPARTMENT OF LABOR Washington, D.C. 20210	CLASSIFICATION ACSI
	CORRESPONDENCE SYMBOL OWI
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ADVISORY: TRAINING AND EMPLOYMENT GUIDANCE LETTER NO. 11-04

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, Employer and Job Seeker Customer Satisfaction Surveys

1. **Purpose.** To provide states with the Program Year (PY 2004) ACSI Table of Weights.
2. **References.** Workforce Investment Act of 1998 (WIA), Section 136; WIA Final Rule 20 CFR Part 666; Training and Employment Guidance Letter (TEGL No. 7-99 ("Core and Customer Satisfaction Performance Measures for the Workforce Investment System," March 3, 2000); TEGL No. 8-99 ("Negotiating Performance Goals and Incentives and Sanctions Process under Title I of the Workforce Investment Act," March 3, 2000); TEGL 6-00, Change 1 ("Changes to Guidance on Capturing Customer Satisfaction Results for Participants and Employers Receiving Services Under Title I of the Workforce Investment Act," September 21, 2000); TEGL No. 12-00, Change 1 ("Workforce Investment Act (WIA) Performance Reporting System," November 19, 2001); TEGL 1-02 ("Transmittal of ET Handbook No. 406: Reporting Instructions for ETA 9002 and VETS 200 Reports," July 2, 2002); TEGL 7-02 ("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," October 4, 2002); and TEGL 14-03 ("Performance Reporting Submission Procedures for the Workforce Investment Act Standardized Record Data (WIASRD) and the Annual Report Under Title IB of the Workforce Investment Act," November 13, 2003).
3. **Background.** In the above referenced TEGL 6-00, the Department laid out guidelines on obtaining customer satisfaction results for participants and employers receiving services under Title I of the Workforce Investment Act (WIA).

RESCISSIONS	EXPIRATION DATE: Continuing
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With implementation of the new labor exchange performance measurement system in PY 2002, states began using the American Customer Satisfaction Index (ACSI) methodology to capture customer satisfaction outcomes for job seekers registered with the public labor exchange. This TEGl transmits the weights to be used for computing the ACSI scores for Title I participants, Wagner-Peyser Act registrants, employers, and other job seekers. Guidance on the conduct of customer satisfaction for the labor exchange performance measures can also be found in the ET Handbook No. 406.

4. **ACSI Table of Weights.** Updated weights were calculated for use in PY 2004 by 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, participants and job seekers registered with the public labor exchange for the quarterly reports and Annual Report covering the period of PY 2004.
5. **Reporting Job Seeker and Employer Scores on the 9002 C.** TEGl 14-03 identified the time periods for reporting WIA employer and participant customer satisfaction. In keeping with that guidance, states will use the attached weights to calculate the ACSI customer satisfaction score for the employer and WIA participant populations. For job seekers served by the labor exchange, states will continue to report using the program year frame of reference. The chart below clarifies the time period and due date for reporting customer satisfaction outcomes for each of the three populations:

Performance Measure or Reporting Item	Time period (Exit Cohort) to Be Used for PY 2004 Reporting
Participant Customer Satisfaction Employer Customer Satisfaction	The four quarters from January 1, 2004, through December 31, 2004 (exit cohort to be reported on WIASRD due October 1, 2005)
Job Seeker Customer Satisfaction	The four quarters from July 1, 2004, through June, 30, 2005 (PY 2004 registrants, to be reported in the quarter ending 6/30/2005)

6. **Action Required.** States shall distribute this guidance to all officials within the state who need such information to implement Employment Service and WIA core customer satisfaction measures.
7. **Inquiries.** Questions concerning this issuance may be directed to the appropriate Regional Office.

Attachments: ACSI Formula Weights for PY 2004