EMPLOYMENT AND TRAINING ADMINISTRATION ADVISORY SYSTEM U.S. DEPARTMENT OF LABOR Washington, D.C. 20210	CLASSIFICATION ASCI
	CORRESPONDENCE SYMBOL OWI-DAS
	DATE September 30, 2009

ADVISORY: **TRAINING AND EMPLOYMENT GUIDANCE LETTER NO. 7-09**

TO: ALL STATE WORKFORCE AGENCIES
ALL STATE WORKFORCE LIAISONS

FROM: JANE OATES /s/
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) 2008 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. 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 uses the ACSI to meet the customer satisfaction measurement needs 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 (OMB No. 1205-0420) for information on creating and administering the ACSI at the state level.

   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 Department publishes new weighting factors annually.

RESCISSIONS TEGL No. 10-05	EXPIRATION DATE Continuing

It should be mentioned that unlike the previous two years, weights are now available for Alaska and Hawaii.

4. **ACSI Table of Weights**. Updated weights were calculated for use in PY 2008 by a statistical algorithm in order to minimize random survey variation or measurement errors that exist in all survey data. The weights listed in attachment I are to be used by a state in computing performance on the ACSI for employers and participants and for the Annual Report for PY 2008. Also see attachment II for additional guidance.

5. **Calculating DOL ACSI scores by using the weights**. The weights for the 50 states plus the District of Columbia are in the attached table. The ACSI scores of different states for DOL services are calculated by the weighted sum of the three ACSI question mean values (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 = 6.7
   0 to 100 Comparison to ideal = ((7.0-1)/9) x 100 = 66.7

   The ACSI score for the state as the weighted sum of these values 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. States that do not have a waiver for Common Measures must comply with the survey's requirements as stated in attachment D to TEGL 17-05, the Common Measures Policy for the Employment and Training Administration's Performance Accountability System and Related Performance Issues. Those states that do not report to DOL on customer satisfaction should still administer customer satisfaction surveys. 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>Attachments</u>.**

   I.   ACSI Formula Weights for PY 2008
   II. WIA Guidance: Collecting Customer Satisfaction