



Category/Subject: Statewide Job Seeker Customer Satisfaction Survey
Colorado Policy Guidance Letter#: MIS-2016-01
Revise/Replace PGL#: N/A
Date: August 22, 2016
Distribution: CDLE Management/Finance, State/Local Workforce Directors & Staff, Partners

I. REFERENCE(S):

None.

II. PURPOSE:

To provide guidance to local workforce areas on the implementation of the Statewide Job Seeker Customer Satisfaction Survey.

III. BACKGROUND:

A standardized customer service satisfaction survey was developed in 2016 through a collaborative effort among the local workforce areas, the Colorado Department of Labor and Employment (CDLE), and the Office of the Governor. The intent of the survey is to provide information to the Governor on how the public workforce system is providing services to job seekers and how job seekers perceive the quality of the services delivered.

IV. POLICY/ACTION:

A. Survey Format

The job seeker customer satisfaction survey is standardized statewide and consists of five questions. Local areas may include up to three additional questions that are unique to their area if desired.

B. Survey Deployment

1. Locations for Deployment: The survey must be deployed on one or more resource center computers in at least one workforce center in each local area and sub-area, but local areas and sub-areas are encouraged to deploy the survey in all workforce centers. Local areas are encouraged to place the survey link in a folder or other location that is not readily accessible to anyone using the computer to prevent customers who have not been identified as receiving significant staff-assisted services from completing the survey.

2. Identifying Job Seekers: Local area staff should direct customers who receive “significant staff-assisted services” to use the survey link available on one or more resource center computers. “Significant staff-assisted services” will be defined by the local area. Staff may encourage the customer to complete the survey, but it is not required to receive services.

- 3. Additional Local Questions:** Local areas may include up to three additional questions in the survey that are unique to their area if desired. Local area additions to the master survey may be requested at any time via email to the Management & Information Systems (MIS) Regional Initiatives Liaison at kevan.fish@state.co.us and will be programmed by state-level MIS staff.

C. Survey Technology

- 1. Survey Links:** The Customer Satisfaction Survey is designed and delivered through Survey Monkey (www.surveymonkey.com). Each local area will receive a unique link to the survey so responses can be aggregated by local area.
- 2. Accessing Results:** Local areas will be provided a link that enables viewing of survey results for that area. Local areas may request a password to access local responses. The request should be sent via email to the Management & Information Systems (MIS) Regional Initiatives Liaison at kevan.fish@state.co.us and should indicate the requested password. The requested password will be activated within 48 hours and the local area will be notified by the MIS Regional Initiatives Liaison.

D. Distribution of Survey Results

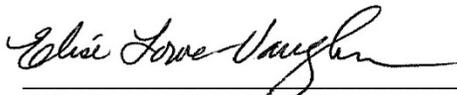
Local area survey data will be automatically aggregated into a single, statewide result. MIS staff will include the aggregated response results with other information provided to the Governor's Office on a monthly basis. MIS staff will also send the statewide survey results to the local workforce directors.

V. IMPLEMENTATION DATE:

Local areas are encouraged to deploy the survey as quickly as possible, but no later than September 30, 2016. Survey links will be distributed to local areas at the time that this PGL is published.

VI. INQUIRIES:

Please direct all inquiries to Kevan Fish, MIS Regional Initiatives Liaison, at Workforce Development Programs at kevan.fish@state.co.us or (303) 318-8960.



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