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DATE: **NOV 01 2002**

TO: All Full-Service and Satellite WorkSource Centers
All WIA Youth Contractors, Leads and Joints

FROM: Ann Giagni, Director
Workforce Development Division *Ann Giagni*

SUBJECT: **INFORMATION BULLETIN NO. 03- 16**
CUSTOMER SATISFACTION SURVEY TOOLS

The Workforce Investment Board (WIB) is committed to the policy of continuous quality improvement (CQI). To facilitate this goal, the City has contracted with California State University Northridge (CSUN) to create a performance management system that includes customer satisfaction survey methodologies. Focus groups and various survey tools have been integral to this process. Survey results will be a factor of contractor performance. The survey tools may also be utilized by contractors in meeting the certification requirement for conducting customer satisfaction surveys.

Test surveys were conducted over the past months and have yielded survey instruments customized for the WorkSource and Youth Opportunity programs printed in English and Spanish. Attached for your reference are copies of the five surveys utilized by CSUN.

We appreciate your continued cooperation with the development of the performance management system. Should you have any questions regarding this process, please contact Kevin McNeely at (213) 485-0909.

AG:RL:MC:JO:KM

Attachments:

WorkSource Center Participant Self-Administered Questionnaire (Intercept) in English
WorkSource Center Participant Self-Administered Questionnaire (Intercept) in Spanish
Youth Opportunities System Participant Self-Administered Questionnaire
Exited Participant Survey Instrument
Youth Agency Employer Satisfaction Interview Guide

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