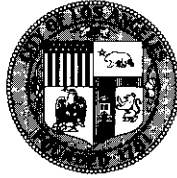


# CITY OF LOS ANGELES

CALIFORNIA



JAMES K. HAHN  
MAYOR

COMMUNITY DEVELOPMENT  
DEPARTMENT

215 W. 6TH STREET  
LOS ANGELES, CA 90014

**DATE:** SEP 02 2004

**TO:** All PY 04-05 Full-Service and Satellite WorkSource Centers

**FROM:** Manny Chavez, Acting Director  
Workforce Development System

**SUBJECT:** **INFORMATION BULLETIN NO: 05- 07**  
**Notification of Customer Satisfaction Surveys to be conducted by**  
**California State University Northridge**

The Workforce Investment Board (WIB) has contracted with California State University Northridge (CSUN) to conduct Customer Satisfaction Surveys of both employers and participants.

The first round of intercept surveys for all WorkSource Centers will begin during the month of September 2004. The Center for Management and Organization Development (MOD) at California State University will be administering the survey to walk-in customers of all WorkSource Centers. We request your full cooperation with the CSUN staff. Be assured that it will not disrupt your daily operation. The MOD Center will contact you to schedule a day with each center in advance.

If you have any questions, you may contact Yulia Gurevich, Research Assistant, MOD Center at [yulia.gurevich@csun.edu](mailto:yulia.gurevich@csun.edu). Thank you for your attention to this matter.

MC: JO: IR : ir

