

May 7, 2018

To:

From:

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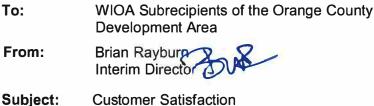
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HELEN FRIED COUNTY LIBRARIAN OC PUBLIC LIBRARIES



Information Notice No. 17-OCDB-14 Supersedes Information Notice 04-OCWDA-22

PURPOSE:

This policy establishes the procedures regarding customer satisfaction.

This policy supersedes Information Notice 04-OCWDA-22 (WIA Customer Satisfaction Policy for Participants) dated June 17, 2005.

EFFECTIVE DATE:

This notice is effective on the date of issuance.

REFERENCES:

- WIOA (Public Law 113-128) Section 116
- Training and Employment Guidance Letter (TEGL) No. 36-10

BACKGROUND:

Customer Satisfaction surveys will be used to capture common customer satisfaction information of customers who received services from subrecipients.

POLICY AND PROCEDURES:

- 1. A point-of-service online survey shall be utilized. A point-of-service survey provides a different and complementary picture of the customer's experience. A point-of-service survey provides a snapshot of a particular day in the midst of service at a subrecipient location. The focus in the pointof-service survey is on the process the customer's experience that day.
- 2. The following survey instruments must be used to collect customer satisfaction data from job seekers.
 - a. For individuals: https://www.surveymonkey.com/r/OCAJCCInd
 - b. For employers: https://www.surveymonkey.com/r/OCAJCCEmp
 - c. For partners: https://www.surveymonkey.com/r/OCJACCStaff

3. Staff and partners shall also have the opportunity to complete a survey: https://www.surveymonkey.com/r/OCJACCStaff



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- 4. All customers shall have an opportunity to complete the online survey. Subrecipients shall:
 - a. Add Customer Satisfaction survey links to e-mail signatures. Example:

John Doe Career Planner ABC Company 123-456-7890

How would you rate our Customer Service? Click here if you are a Customer Click here if you are an Employer

- b. E-mail surveys or bookmark surveys on computers in the centers for public use. Surveys cannot simply be left on a table for people to pick up.
- c. Add survey links to their websites/social media sites.
- 5. On-site partners shall have an opportunity to complete an online survey. The OCDB and/or subrecipients will provide the survey link to partner staff.
- 6. E-mailed surveys should be distributed at the conclusion of activities including, but not limited to:
 - After registration
 - Workshops
 - Completion of training
 - After closure/exit from the program
 - After completion of follow-up services
- 7. Survey takers may choose their preferred language from a dropdown menu on the survey.
- 8. The OCDB will review customer satisfaction results on a regular basis. The OCDB will provide results to subrecipients for the purpose of continuous improvement. Subrecipients must address any issues identified in surveys in a timely manner.
- 9. Monitoring will be conducted by the OCDB as a means of ensuring appropriate and allowable improvement suggestions have been incorporated.

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ACTION:

Bring this policy and procedure to the attention of all staff.

INQUIRIES:

If you have any questions regarding this policy, please contact your Contract Administrator at 714-480-6500.