

May 7, 2018

DYLAN WRIGHT
DIRECTOR
OC COMMUNITY RESOURCES

CYMANTHA ATKINSON
DEPUTY DIRECTOR
OC COMMUNITY RESOURCES
& INTERIM DIRECTOR
OC ANIMAL CARE


RENEE RAMIREZ
DIRECTOR
OC COMMUNITY SERVICES

JULIA BIDWELL
DIRECTOR
OC HOMELESS, HOUSING
& COMMUNITY
DEVELOPMENT

STACY BLACKWOOD
DIRECTOR
OC PARKS

HELEN FRIED
COUNTY LIBRARIAN
OC PUBLIC LIBRARIES

To: WIOA Subrecipients of the Orange County
Development Area

From: Brian Rayburn 
Interim Director

Subject: Customer Satisfaction
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 point-of-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>



**ORANGE COUNTY
DEVELOPMENT BOARD**
1300 SOUTH GRAND
BLDG. B, THIRD FLOOR
SANTA ANA, CA 92705
PHONE: 714.480.6500
FAX: 714.834.7132



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.

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.