

ACSI Formula of Weights by State – PY 2004

State Name	Overall Satisfaction	Expectations Confirmation	Compare to Ideal
AK	0.3859	0.3243	0.2898
AL	0.3909	0.3291	0.2800
AR	0.3749	0.3348	0.2903
AZ	0.3853	0.3274	0.2873
CA	0.3847	0.3281	0.2872
CO	0.3910	0.3244	0.2847
CT	0.4032	0.3197	0.2771
DC	0.4148	0.3264	0.2588
DE	0.3845	0.3259	0.2896
FL	0.3919	0.3253	0.2827
GA	0.3896	0.3270	0.2834
HI	0.3629	0.3318	0.3053
IA	0.3902	0.3221	0.2877
ID	0.3723	0.3254	0.3023
IL	0.3846	0.3294	0.2860
IN	0.3817	0.3366	0.2817
KS	0.3940	0.3304	0.2756
KY	0.3803	0.3304	0.2893
LA	0.3872	0.3288	0.2840
MA	0.3796	0.3356	0.2848
MD	0.3855	0.3264	0.2880
ME	0.3841	0.3255	0.2904
MI	0.3910	0.3199	0.2891
MN	0.3846	0.3455	0.2699
MO	0.3871	0.3491	0.2638
MS	0.3866	0.3227	0.2907
MT	0.3775	0.3378	0.2846
NC	0.3795	0.3251	0.2954
ND	0.3863	0.3302	0.2835
NE	0.3963	0.3210	0.2826
NH	0.3864	0.3377	0.2759
NJ	0.3817	0.3381	0.2802
NM	0.3822	0.3332	0.2846
NV	0.3887	0.3248	0.2865
NY	0.3906	0.3225	0.2870
OH	0.3769	0.3261	0.2970
OK	0.3888	0.3280	0.2831
OR	0.3721	0.3371	0.2908
PA	0.3904	0.3207	0.2888
RI	0.3804	0.3280	0.2915
SC	0.3909	0.3280	0.2811
SD	0.3876	0.3250	0.2874
TN	0.3836	0.3290	0.2874
TX	0.3931	0.3235	0.2834
UT	0.3987	0.3185	0.2828
VA	0.3879	0.3264	0.2857
VT	0.3859	0.3287	0.2855
WA	0.4008	0.3161	0.2832
WI	0.3580	0.3375	0.3045
WV	0.3745	0.3342	0.2913
WY	0.4013	0.3126	0.2861
Aggregate	0.3922	0.3644	0.3472