

EMPLOYMENT AND TRAINING ADMINISTRATION ADVISORY SYSTEM U.S. DEPARTMENT OF LABOR Washington, D.C. 20210	CLASSIFICATION ACSI
	CORRESPONDENCE SYMBOL OWI/DAS
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TRAINING AND EMPLOYMENT GUIDANCE LETTER NO. 1-07

TO: ALL STATE WORKFORCE AGENCIES
ALL STATE WORKFORCE LIAISONS

FROM: EMILY STOVER DeROCCO /s/
Assistant Secretary

SUBJECT: Updated Table of Weights for Use in Calculating State-Level American Customer Satisfaction Index (ACSI) Scores for the Participant and Employer Customer Satisfaction Surveys

1. **Purpose.** To provide states with the Program Year (PY) 2006 ACSI Table of Weights and to alert states to the possibility of new customer survey plans for PY 2007.
2. **References.** Workforce Investment Act of 1998 (WIA), Section 136; WIA Final Rule 20 CFR Part 666; Training and Employment Guidance Letter (TEGL) No. 17-05 (“Common Measures Policy for the Employment and Training Administration’s (ETA) Performance Accountability System and Related Performance Issues,” February 17, 2006)
3. **Background.** The Department uses the ACSI to meet the customer satisfaction measurement needs of WIA. The ACSI survey approach captures common customer satisfaction information that can be aggregated and compared at different levels. Please refer to the WIA Information Management System data collection package (OMB No. 1205-0420) for information on creating and administering the ACSI at the state level. Specifically, “Guidance on Capturing Customer Satisfaction Results” is found on the ETA Web site at <http://www.doleta.gov/performance/guidance/WIA/Guidance-Collecting-Customer-Satisfaction-Data-Expires-02282009.doc>

The ACSI is a weighted score computed from the customer responses to a small set of required questions with the weighted factors based on the relative distribution of ACSI respondent data for non-regulatory federal

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agencies, previously collected and analyzed by the University of Michigan and the Claes Fornell International Group (CFI). The ACSI trademark is proprietary property of the University of Michigan and CFI. New weighting factors are published annually by the Department.

4. **Future Plans.** For PY 2007, ETA is in the process of considering other survey tools for WIA customer satisfaction measures and will advise states of a decision in the near future.
5. **ACSI Table of Weights.** Updated weights were calculated for use in PY 2006 by a statistical algorithm in order to minimize random survey variation or measurement errors that exist in all survey data. The weights listed in the attachment are to be used by a state in computing performance on the ACSI for employers and participants and for the Annual Report for PY 2006.
6. **Calculating DOL ACSI Scores by Using the Weights.** The weights for the 50 states plus the District of Columbia are shown on the following table. The ACSI scores of different states for DOL service are calculated by the weighted sum of the three ACSI question means (measured on 1-10 scales) transformed to 0-100 scale values.

For example, if the mean values of the three ACSI questions for a state are:

Overall satisfaction	8.3
Confirmation/ disconfirmation of expectations	7.9
Comparison to ideal	7.0

These mean values from raw data must first be transformed to the values on the 0-100 scale. This is done by subtracting 1 from the mean values, dividing the result by 9, which is the value range of the 1 to 10 raw data scale, and multiplying by 100.

$$0 \text{ to } 100 \text{ Overall Satisfaction} = ((8.3 - 1)/9) \times 100 = 81.1$$

$$0 \text{ to } 100 \text{ Confirmation/ disconfirmation of expectations} = ((7.9-1)/9) \times 100 = 76.7$$

$$0 \text{ to } 100 \text{ Comparison to ideal} = ((7.0-1)/9) \times 100 = 66.7$$

The ACSI score for this state as the weighted sum of these values would be:
 $(.3535 \times 81.1) + (.3126 \times 76.7) + (.3339 \times 66.7) = 74.9$ (rounds to 75)

7. **Action Required.** States shall distribute this guidance to all officials within the state who need such information to implement WIA customer satisfaction measures.

8. **Inquiries**. Questions concerning this issuance may be directed to the appropriate Regional Office.
9. **Attachment**. ACSI Formula Weights for PY 2006