



Workforce System Performance Measures “Customer Satisfaction” Work Group Meeting Notes

OED Third Floor, Dave Pleasant Conference Room

Kickoff Meeting | May 6, 2014

Present: Belit Burke, John Glen, Jennifer Granera, Rick Heinichen, Karen Humelbaugh, Brooke Jackson, Graham Slater, Rachel Soto, Cheryl Nee-Gieringer

Absent: Alma Estrada, Kristen Jones, Robin Onaclea-Scott

Agenda Items

- 1:00 Welcome and Introductions
- 1:15 Group Charter, Goals, and Background
- 2:00 Diving into the Details
- 2:30 Next Steps
- 2:45 Adjourn

Meeting Notes

Group Background, Charter, and Goals (1:15)

Background (Graham): A multi-department work group met in November 2013 to conceptually define new workforce system performance measures. Their work resulted in nine measures. Two of the measures look at customer satisfaction – one for job seekers, and one for businesses. That group made two key decisions:

1. Distribute just two customer satisfaction surveys for all of the workforce system, one for job seekers and one for businesses
2. In the new surveys, use the six legislatively required customer satisfaction questions, plus about five additional questions.

Group reviewed a “flow chart” of Workforce System Development in Oregon. Note: the workforce system is not comprised of silos, but all the players work together.

Group read Charter; reviewed the scope and purpose of the work group.

Diving into the Details (1:35)

Discussed Charter Purpose 3. *(Agree on scope of customers who will be included in the new system-wide customer satisfaction measures.)*

AGREED on a conceptual definition of a job-seeker side customer: **Anyone who walks through our physical or electronic door.**

Next Steps

“Homework”

All: Locate and send to Brooke by COB Friday 5/9 any customer surveys your department/agency conducts of workforce system participants. Brooke will compile the surveys and send them to the group.

All: Brainstorm a list of questions your agency would like to ask on a customer-satisfaction survey. Send the list to Brooke by COB Monday 5/12. She will compile them for review at the next meeting.

Next Meeting is on May 15, 1pm-2pm. We will...

- Continue discussion of employer customers
- Develop an initial list of questions for the surveys