Workforce System Performance Measures
"Customer Satisfaction" Work Group Meeting Notes

OED First Floor, Auditorium

Weekly Meeting | June 4, 2014

Present: John Glen, Jennifer Granera, Rick Henichen, Kristen Jones, Brooke Jackson, Graham Slater; Cheryl Nee-Gieringer (phone)

Absent: Belit Burke, Alma Estrada, Karen Humelbaugh, Rachel Soto

Agenda Items

1:00 Review 6/4/14 Meeting Notes

1:10 Discuss: What do we call "us" on the surveys?

1:25 Discuss: Survey Details: Timing and Frequency

1:50 Discuss: How to incorporate the results into new PRISM?

2:15 Review Draft Summary Report

2:25 Adjourn

Meeting Notes

Review 6/4/14 Meeting Notes (1:03)

Group read meeting notes.

Group discussed the survey dissemination options: At the Employment Department, both the unemployment insurance division and business and employment services division collect customer satisfaction survey responses over the phone. (UI surveys individuals; B&ES surveys businesses.) Both programs would like to discontinue using the phone surveys and instead use the electronic survey.

DECISION (approved by Kristen Jones and Rick Henichen): B&ES and UI will not conduct customer satisfaction surveys via phone after the electronic customer satisfaction survey is implemented.

What do we call "us" on the surveys? (1:19)
Currently the draft survey questions have a place holder [(agency)] that refers to the workforce system. Using "workforce system" is not sufficiently clear to all workforce system participants, as some do not know/realize they are being served by the "system" but rather identify with the individual program (e.g. JOBS Plus).

The survey software is able to customize the survey so the "agency" part fills in with the appropriate name of the agency or program used by the business or individual.

DECISION: For both individuals and businesses, we will use the following names in the "agency" placeholder on the customer satisfaction surveys:

- Worksource Oregon for those using 1B, Employment Services or TradeAct
- The name of the DHS program (JOBS Plus, Supported Work, Work Experience)
- Unemployment Insurance for individuals receiving UI

Survey Details: Timing and Frequency (1:40)
DECISION: The survey of individuals will be sent once a month to those who have been registered at least 30 days. We will only survey individuals once each year unless they enter a new program area. For the purpose of the surveys there are three program areas: DHS, UI, and Worksource Oregon.

DECISION: The survey of businesses will be sent once a month to business that have either (a) closed a job listing or finished their DHS activity within the last 30 days, or (b) received an employee-support service such as worker training or layoff assistance. We will only survey each contact person in each business once each year unless they enter a new program area. For the purpose of the surveys there are three program areas: DHS, UI, and Worksource Oregon.

How to Incorporate the results in PRISM? (2:30)
DECISION: To measure the satisfaction of individuals, we will use two indicators: The responses to questions seven and ten from the individual survey. The questions are:

7. How do you rate the overall quality of service provided by (agency)? *(excellent / good / fair / poor / don't know)*
10. If one of your best friends were looking for a job in the future, how likely would you be to recommend our services? *(very likely / somewhat likely / not likely / very unlikely /don't know)*

DECISION: To measure business satisfaction, we will use two indicators: The responses to questions six and eight from the business satisfaction survey. The questions are:

6. How do you rate the overall quality of service provided by (agency)? *(excellent / good / fair / poor / don't know)*
8. How likely would you be to recommend our services to your fellow employers? *(very likely / somewhat likely / not likely / very unlikely / don't know)*

Review Draft Summary Report
There was not enough time for the group to review the summary report. It will be reviewed via email.

Currently there is NO **Next Meeting** scheduled. Additional meetings will be scheduled as needed to address questions or comments on the group's Summary Report.