



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

OED First Floor, Auditorium

Weekly Meeting | June 4, 2014

Present: Jennifer Granera, Brooke Jackson; Cheryl Nee-Gieringer (phone)

Absent: Belit Burke, Alma Estrada, John Glen, Rick Heinichen, Karen Humelbaugh, Kristen Jones, Graham Slater, Rachel Soto

Agenda Items

- 10:00 Review 5/28/14 Meeting Notes
- 10:05 Condense list of Employer Survey Questions
- 10:30 Discuss: Survey Details
- 11:20 Next Steps
- 11:25 Adjourn

Meeting Notes

Review 5/28/14 Meeting Notes (11:03)

Group read meeting notes. There were no corrections to the notes.

Cheryl reported on her action item: She discussed with WSI staff the businesses satisfaction survey questions they had suggested adding. WSI decided to withdraw these questions from consideration; WSI no longer want the questions to be asked on the survey.

Condense List of Employer Survey Questions (11:08)

Group reviewed the list of possible survey questions for businesses. Group DECIDED to ask the following questions in the following order:



Landing page for all businesses: Our records indicate that starting on (date) you received/did (service). We would like to ask about your experience.

→ Button to continue to survey

First question only appears to JOBS Plus employers or employers who posted a job listing:

Did you hire an employee through the (workforce system)? (Y/N/DK)

a. If yes, how satisfied were you with the person you hired? (*very satisfied / somewhat satisfied / somewhat dissatisfied / very dissatisfied*)

b. If no, why not? (*open-ended*)

Everyone gets the rest of the questions...

Legislatively Required Questions, graded on a five-point scale (*excellent / good / fair / poor / don't know*):

1. How do you rate the timeliness of the services provided by the (agency)?
2. How do you rate the ability of the (agency) to provide services correctly the first time?
3. How do you rate the helpfulness of (agency) staff?
4. How do you rate the knowledge and expertise of (agency) staff?
5. How do you rate the availability of information at (agency)?
6. How do you rate the overall quality of service provided by (agency)?

7. If you have job openings in the future, how likely is it that you would you list your job openings with the (agency)? (*very likely | somewhat likely | not likely | very unlikely | 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*)

9. Do you have any other comments? (*open-ended*)

Discuss: Survey Distribution Options (11:20)

The workforce system will at least send the surveys electronically to individuals and businesses. We need email addresses in order to send the survey link.

Discussion: Do we have email addresses for the businesses in the workforce system?

- We do not know if WSI retains employer contact information in a centralized location. (It is not stored in iTrack). ★ Cheryl will check on this. Cheryl will also see if WSI keeps track of employer email addresses.

- As the group has discussed previously, DHS does not gather contact information from businesses. (It is gathered and maintained by the contractors who administer the DHS programs.) Therefore we do not know if email



addresses are currently recorded. DHS can ask contractors to collect email addresses in the future, if they do not already.

- iMatchSkills currently captures business contact information including email addresses. We need to know if this will continue to be the case in the future, after the impending changes to the system.

Discussion: Do we have email addresses for the individuals in the workforce system?

- Yes, iTrack, iMatchSkills and DHS record email addresses for individuals. Provision of an email address is voluntary for individuals enrolled in DHS programs. We need to know if iMS will continue to collect email addresses after the changes to the system.

Discussion: Do we also want to provide a non-electronic means of responding to the survey?

Group discussed additional options for distributing the surveys, including phone calls and paper. Currently, the Research section does not have sufficient resources to collect and record survey responses from non-electronic formats.

If the response rate to the electronic survey is unacceptably low, we can revisit the distribution options.

★ We need to follow up with Rick to learn more about the method(s) currently used by the unemployment insurance (UI) division to survey individuals.

Group DECIDED the survey will be sent to the universe of individuals and the universe of businesses. It will be sent electronically.

Survey Timing and Frequency (11:33)

Group began discussing the timing and frequency of the survey distribution. Group determined there needs to be more group members present for said discussion.

Next Steps: Homework (11:40)

- ★ **Brooke: Distribute meeting notes**
- ★ **Cheryl to find out if WSI has a centralized method of collection for business contact information. Cheryl will also see if WSI keeps track of email employer addresses.**

Next Meeting is on June 12 from 10am-11:30am in OED Auditorium

