



EMPLOYER SATISFACTION SURVEYS

Department: Office of Economic & Workforce Development

Effective Date: July 1, 2008

Policy/Procedure #: WIA110A

Supersedes: N/A

Overview

Employers who have hired one or more participants are surveyed each quarter to assess the level of satisfaction they feel regarding the service they received from the Business Services staff. Survey results are used to identify those areas in which Business Services staff excels, as well as those areas that may need improvement or changes in practices. The sending/receiving of Surveys is the responsibility of the Retention Unit staff.

Sending Employer Surveys

Surveys may be sent to employers via regular mail (always use the prescribed **Employer Satisfaction Survey** form and include a stamped return envelope when choosing this method) or electronically by using a survey tool such as Survey Monkey or Zoomerang. Although the Employer Satisfaction Survey may be sent to businesses as an email attachment, employers may NOT return their surveys by email (Emails may be altered by the receiver making it impossible to ensure the integrity of the information provided). Survey forms received must contain the employer's signature. Those responding by way of a survey tool will have had their authenticity established by the tool itself. If an agency chooses to use an electronic survey form, the tool and the survey format and questions must be approved by OWED's Contract Compliance Specialist prior to beginning its use.

Employer Satisfaction Survey Form

Included with this policy/procedure is a sample of the prescribed **Employer Satisfaction Survey** form. When sending businesses surveys via regular mail, this is the form that will be used. Staff may fill in the Company name and address and the names of the participants hired before sending the form to the employer. When surveying employers using an electronic survey tool, the survey must include all the information requested in the standard survey form and will require pre-approval by OEWD's Contract Compliance specialist before using.

Minimum Performance Expectations

At the end of each quarter, all employers who have hired one or more participants in the preceding ninety (90) days will be surveyed. An average score of one (1) or two (2) for all five questions indicates a "positive experience" for performance purposes.

- Surveys will be sent to 100% of the businesses that hired one or more participants in the preceding quarter.
- The number of surveys sent must match the number of businesses that hired participants in the prior quarter as reflected in the agency’s placement reports.
- It is expected that a minimum of 30% of the total number of surveys sent will be returned.
- It is expected that a minimum of 70% of the returned surveys will indicate having had a positive experience with the Business Services provided.

Business Services staff is expected to contact employers who have not returned their surveys in a timely fashion to request that they do so. Agencies falling below the minimum performance expectations will be required to submit a **Corrective Action Plan** to the OEWD Contract Compliance Specialist listing the steps that will be taken to bring performance up to an acceptable level. If an agency is not able to bring performance up to the minimum performance levels by the end of the following quarter, OEWD may transfer the responsibility of these services (and any remaining grant funds associated with these services) to another agency.

Required Reporting

The agency will complete and submit an **Employer Survey Report** to OEWD’s Contract Compliance Specialist each quarter. A sample of the report template is included with this policy/procedure. The report will include hard copies of all the surveys reflected in the report.

PRINTSCREEN OF EMPLOYER SURVEY REPORT HERE

Quarterly survey reporting must be submitted to OEWD per the following schedule:

For employers hiring one or more participants between:	Employer Survey Report due to OEWD by:
July 1 through September 30	October 10
October 1 through December 31	January 10
January 1 through March 31	April 10
April 1 through June 30	July 10

Survey Follow Up

Copies of all Employer Surveys received will be provided to the Business Services staff’s immediate Supervisor for review. The Supervisor will address any concerns expressed in any survey received directly with the business and make adjustments or changes to internal Business Services practices as appropriate.

Records Maintenance

Original Employer Surveys will be maintained in binders. One binder will be kept for each program year. Each binder will contain four sections (one for each quarter of the program year). The surveys in each section will be alphabetized by business name. The quarterly Employer Survey Report will be placed at

the beginning of each quarter's section in the binder. Binders will be reviewed as a regular part of OEWD's auditing process (see *Program Auditing*). Surveys must be maintained for a period of no less than five years. After the five year period has expired, surveys may be stored off site or destroyed at the agency Director's discretion.