



PARTICIPANT SATISFACTION SURVEYS

Department: Office of Economic & Workforce Development

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Policy/Procedure #: WIA111-A

Supersedes: N/A

Overview

The satisfaction of the participants served by Business Services staff is extremely important to the agency providing the services and to OEWD. The feedback provided in surveys helps to identify those areas in which Business Services staff excels, as well as those areas that may need improvement or changes in practices. Surveys will also alert Business Services staff to participant employment information of which they may not have previously been aware. The sending/receiving of Surveys is the responsibility of the Retention Unit staff.

Sending Participant Surveys

Surveys may be sent to participants via regular mail (always use the prescribed **Participant 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 Participant Satisfaction Survey may be sent to participants as an email attachment, participants 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 participant'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.

Participant Satisfaction Survey Form

Included with this policy/procedure is a sample of the prescribed **Participant Satisfaction Survey** form. When sending participants surveys via regular mail, this is the form that will be used. When surveying participants 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:

All participants exiting from Core B services or Intensive services will be surveyed thirty (30) days from the date of exit. 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 participants that exited Core B services or Intensive services.

- The number of surveys sent must match the number of participants that exited in the prior quarter as reflected in the agency’s exit reports.
- OEWD recognizes that those participants exiting 30 days or less before the end of a quarter would not yet have been surveyed. These surveys will need to be submitted in the following quarter.
- 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 participants 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 a **Participant 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.

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

For participants exiting between:	Employer Survey Report due to OEWD by:
June 1 through August 31	October 10
September 1 through November 30	January 10
December 1 through February 28	April 10
March 1 through May 31	July 10

Survey Follow Up

Copies of all Participant 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 participant and make adjustments or changes to internal Business Services practices as appropriate.

Records Maintenance

Original Participant 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 the participants’ last names. The quarterly Participant 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.