

CUSTOMER SATISFACTION

DLR will collect and utilize customer feedback to assist in improving services to better meet the needs of businesses and job seekers. The feedback received from customers is summarized in annual performance reports and utilized in the One-Stop Career Center certification process.

DATA COLLECTION

To collect feedback, DLR developed a customer satisfaction survey for job seekers and businesses, through Microsoft Forms. The survey will be sent to all job seekers active in Title III Wagner-Peyser and all employers who received services during each quarter of the Program Year in July, October, January, and April.

The Division of Workforce Development: Workforce Data exports the list of SDWORKS ID's for job seekers and businesses from SDWORKS. This list is uploaded to an SDWORKS Mail Center Message. The job seeker and business surveys are sent to the email address on file for the corresponding SDWORKS account, this email is sent from 'DoNotReply@sdworks.sd.gov'. Both messages will include the Microsoft Form survey link.

RESULTS

In addition to annual performance reports and One-Stop certification, data from each response is automatically updated, filtered by date and One-Stop location, and available on an internal dashboard. The data will be used throughout the program year to improve services to better meet the needs of DLR customers.

**WIOA Section 116(e)(2)
677.160 & 678.800**