CUSTOMER SATISFACTION

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

DATA COLLECTION
To collect feedback, DLR developed two customer satisfaction surveys, one for job seekers and the other for businesses, through SurveyMonkey. A link to each survey will be emailed through ListServ accounts accordingly. The job seeker survey will be sent to all Wegner-Peyser exiters each quarter of the Program Year during the months of July, October, January, and April. The employer survey will be sent to a list of employers registered in SDWORKS annually in July.

The DLR Program Assistant exports the list of email addresses for exiters or businesses from SDWORKS. This list of emails is uploaded to the corresponding ListServ accounts by the DLR Program Assistant and sent. The job seeker survey will be sent from the SDWORKSseeker@state.sd.us account, and business survey will be sent from the SDWORKSemployer@state.sd.us account. Both messages will include the corresponding SurveyMonkey survey link.

RESULTS
In addition to annual performance reports and One-Stop certification, results data will be used throughout the program year to improve services to better meet the needs of businesses and job seekers. Responses and data will be exported from SurveyMonkey by the DLR Program Assistant quarterly, two weeks after the job seeker survey emails are sent. Business survey results will be exported annually and emailed in October.

The summary data for both surveys will be filtered by date to show the proper reporting periods, exported as a customized read-only link, and sent to the directors of Field Operations, Workforce Training and Employment Services.

Results filtered by date and One-Stop Center location will be exported as read-only we links and sent all job service office managers and the Directors of Field Operations, Workforce Training and Employment Services. Managers will share the information with their entire staff and use it to improve office performance.