

## **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 DLR Program Assistant exports the list of email addresses for job seekers and businesses from SDWORKS. This list of emails is uploaded to the corresponding ListServ accounts by the DLR Program Assistant. The job seeker survey is sent from the SDWORKSseeker@state.sd.us account, and the business survey is sent from the SDWORKSEmployer@state.sd.us account. 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 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.

Results are filtered by date and One-Stop location, and are available to all DLR staff on an internal dashboard.

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