



## CUSTOMER SATISFACTION

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### PURPOSE

This policy establishes the procedures regarding customer satisfaction.

### SCOPE

The Workforce Development Board of Ventura County (WDBVC) and its service providers and subrecipients.

### REFERENCES

- WIOA Public Law 113-128

### POLICY

Customer Satisfaction surveys will be used to capture common customer satisfaction information of customers who received services from subrecipients and service providers.

1. The following survey instruments must be used to collect customer satisfaction data from job seekers.

For individuals: <https://forms.gle/DCzciuHpHm4US8UE9>

For employers: <https://forms.gle/RMTax72Vd7EHKh6j7>

2. All customers shall have an opportunity to complete the online survey. Service providers shall consider the following:
  - a. Add Customer Satisfaction survey links to e-mail signatures. Example:

*John Doe*

Employment Specialist  
ABC Company  
123-456-7890

How would you rate our Customer Service?

[Click here](#) if you are a Customer

[Click here](#) if you are an Employer

- b. E-mail surveys or bookmark surveys on computers in the centers for public use. Surveys cannot simply be left on a table for people to pick up.

- c. Add survey links to their websites/social media sites.
3. E-mailed surveys should be distributed after activities including, but not limited to:
    - After registration
    - Workshops
    - Completion of training
    - After closure/exit from the program
    - After completion of follow-up services
  4. If survey takers need assistance with completing the survey, staff shall provide such assistance.
  5. The WDBVC, the One-Stop Operator, and service providers shall review customer satisfaction results on a regular basis. Service providers shall use the results for continuous improvement. Service providers shall address any issues identified in surveys in a timely manner.
  6. Monitoring will be conducted by the WDBVC as a means of ensuring appropriate and allowable improvement suggestions have been incorporated. Additionally, service providers shall incorporate a review of customer satisfaction results during their internal monitoring. Internal monitoring shall be documented and provided upon request.

**ACTION**

Bring this policy to the attention of all affected staff.

**INQUIRIES**

Inquiries regarding this policy can be addressed to the WDBVC at 805-477-5306.

/S/ Rebecca Evans, Executive Director  
Workforce Development Board of Ventura County