

# ***Fresno Regional Workforce Development Board***

*A proud member of America's Job Center of California<sup>SM</sup> Network*

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*Blake Konczal, Executive Director*

## **OPERATIONAL DIRECTIVE**

**FRWDB OD # 03-25**

**Date Released: August 6, 2025**

**To: All Fresno Regional Workforce Development Board Providers of Services**

**From: Blake Konczal, Executive Director**

**Effective Date: July 1, 2025**

**Subject: FRWDB Online Customer Satisfaction Survey**

**Applicable Program: WIOA Adult, Dislocated Worker, Young Adult Programs**

### **I. REVISION HISTORY**

This Operational Directive (OD) is being issued as the initial release and supersedes OD 15-13, Rev D Youth Exit Survey Process and OD 09-14, Rev C Job Seeker Satisfaction Survey Process.

### **II. PURPOSE**

The purpose of this OD is to establish procedures for administering the Fresno Regional Workforce Development Board (FRWDB) customer satisfaction surveys in accordance with the Workforce Innovation and Opportunity Act (WIOA). These surveys are intended to collect customer feedback to support continuous system improvement, effectiveness, and accessibility.

### **III. BACKGROUND**

WIOA mandates that America's Job Center of California (AJCC) Workforce Connection Centers and the one-stop delivery system be evaluated and certified every three (3) years. Evaluations must include assessments of effectiveness, physical and programmatic accessibility, and continuous improvement, incorporating customer feedback as a required component.

### **IV. POLICY AND PROCEDURES**

All customers and enrolled participants at Workforce Connection locations in Fresno County must have access to the following FRWDB electronic customer satisfaction surveys as appropriate:

- Basic Career Services Customer Satisfaction Survey – Resource Room Customers
- Placement Survey – Adult and Dislocated Workers
- Training-Related Placement Surveys – Adult and Dislocated Workers
- Young Adult Program Exit Survey – Young Adult participants

Surveys will be available in both English and Spanish. Instructions for completing the surveys (in English and Spanish) are attached.

Bilingual (English and Spanish) signage must be posted in all Resource Rooms to inform customers of the survey's availability.

Provider Staff must encourage all customers to participate in the surveys to help improve service delivery. However, participation in the surveys is voluntary and not a requirement for receiving services.

**Basic Career Services Customer Satisfaction Survey** is used to gather information from customers who are visiting Workforce Connection to use the resource room for self-directed job search.

- Survey Availability
  - The Basic Career Services Satisfaction Survey shall be accessible via a desktop link on all Resource Room computers. Customers are not required to complete a survey on each visit to the Resource Room.
- Staff Responsibilities
  - Inform all customers about the survey during the initial registration process.
  - Provide the customer with the appropriate instructions for survey completion.
  - Be available to assist customers with survey access and completion as needed.
- Survey Submission
  - Customers will complete the online form and click "Submit." All completed surveys will be electronically submitted to the FRWDB.

Training-Related Placement, Placement, and Young Adult Program Exit Customer Satisfaction Surveys are used to collect feedback from:

- Adult and Dislocated Worker participants who have been placed into unsubsidized employment, and
- Young Adult participants who have completed all WIOA-funded services.

Provider staff must send the appropriate survey link and instructions to each participant at the time the CalJOBS Exit/Closure form is submitted.

- **Training-Related Placement Survey:** For Adult and Dislocated Worker participants who have been placed into unsubsidized employment and have completed a WIOA-funded activity.
- **Placement Survey:** For Adult and Dislocated Worker participants who have been placed into unsubsidized employment but have not completed a WIOA-funded activity.
- **Young Adult Program Exit Survey:** For Young Adult participants who have completed all WIOA-funded services.

## Survey Administration in I-Train

To send an electronic survey to Participant, Provider staff shall:

- Log into I-Train
- Click on Client Services → Job Seeker Surveys -> List
- On the "Job Seeker Surveys – Job Seekers" screen, select "ADD JOB SEEKER."
- Complete the following fields:
  - First Name
  - Last Name
  - State ID
  - Email Address
  - Select the appropriate survey:
    - Basic Career Services Survey
    - Placement Survey
    - Training-Related Placement Survey

- Young Adult Program Exit Survey
- If, for any reason additional survey(s) are needed, click on “+ ADD SURVEY” to add another survey.
- Then click “CONFIRM ADD.” An email will be sent to the participant with a link to the electronic survey.
- Participants will receive an email from Workforce Connection with the subject line of “Workforce Connection – Exit Survey Invitation.”

## **Follow-up and Monitoring**

Staff will monitor participant survey status via the drop-down menus on the Job Seeker Surveys – Job Seekers screen. For non-responsive participants, staff should follow up to confirm receipt. If a participant has not received the survey, staff must:

- Click View/Edit
- Select the survey(s) not completed, and
- Click Review to resend the survey email
- Participant Submission

Participants will receive a new survey link via email. They will complete and submit the survey online. Participants are not required to return to the Workforce Connection office to complete the survey. All completed surveys will be electronically submitted to the FRWDB.

## **Review and Reporting**

- Data Consolidation: FRWDB staff will review and consolidate survey data on a monthly basis.
- Quarterly Reporting: Consolidated results will be reported quarterly to the Adult and Youth Councils and the Fresno Regional Workforce Development Board.

## **V. INQUIRIES**

If you have any questions regarding this OD, please contact the FRWDB Adult/Dislocated Worker Program Manager

## **VI. FORMS**

QUA-206, Basic Career Survey Instructions – English  
 QUA-206S, Basic Career Survey Instructions – Spanish  
 QUA 207, Placement/Training Related Placement Survey Instructions – English  
 QUA-207S, Placement/Training Related Placement Survey Instructions – Spanish  
 QUA-208, Young Adult Exit Survey Instructions – English  
 QUA-208S, Young Adult Exit Survey Instructions – Spanish