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AWI Communiqué

DATE: July 8, 2011

TO: Workforce Florida, Inc., and Regional Workforce Boards

FROM: Lois A. Scott, Program Manager, One-Stop and Program Support

SUBJECT: Table of Weights for Use in Calculating State-Level American Customer Satisfaction Index (ACSI) Scores for Participant and Employer Customer Satisfaction Surveys

PURPOSE

The purpose of this Communiqué is to transmit Training and Employment Guidance Letter (TEGL) 36-10 issued by the United States Department of Labor on June 27, 2011. The TEGL provides the table of weights that are to be used in calculating Program Year 2010 Workforce Investment Act customer satisfaction results as required by law.

REFERENCES

- Workforce Investment Act (WIA) of 1998, as amended (29 U.S.C 2801 et seq.)
- WIA Regulations, 20 Code of Federal Regulations parts 666
- TEGL No. 17-05, "Common Measures Policy..."

ACTION REQUIRED

Regional Workforce Boards should review the information and guidance contained in TEGL 36-10 and share with all appropriate staff, partners and interested parties.

AUTHORITY

United States Department of Labor

ATTACHMENT

[TEGL 36-10](#)