

# Arvada Outreach Event Customer Feedback Survey Results

## DEEOIC Outreach and Customer Experience Unit

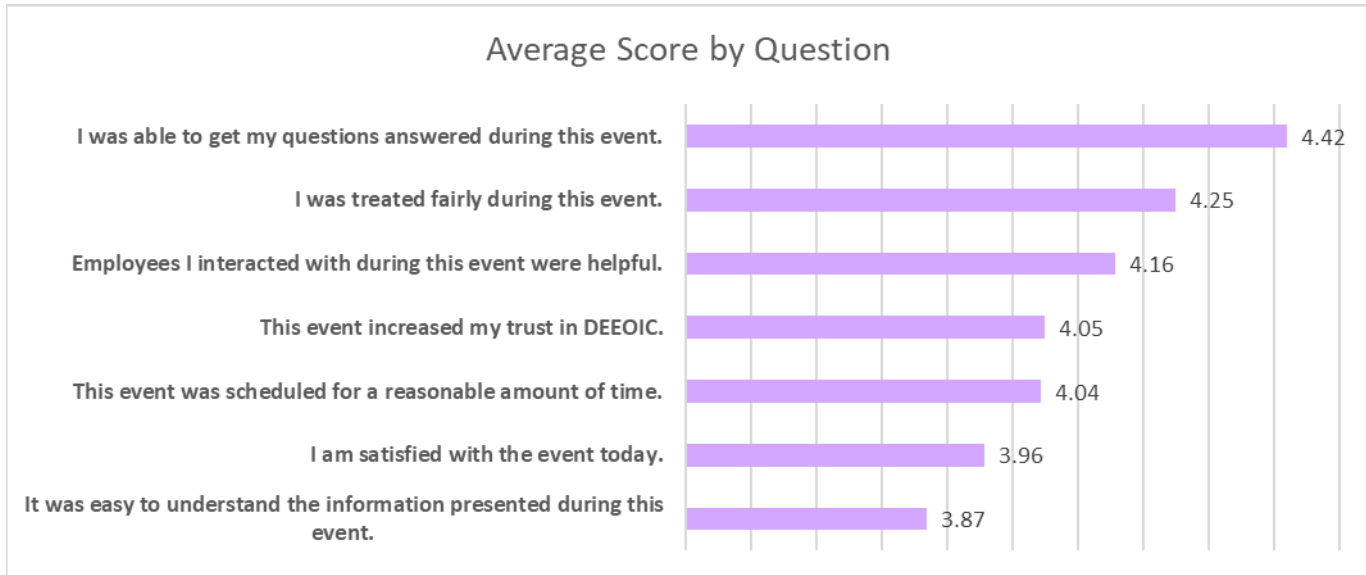
### September 2023 Arvada Outreach Event Customer Feedback Survey Results

#### Background

On September 12th 2023, Division of Energy Employees Occupational Illness Compensation (DEEOIC) held a Joint Outreach Task Group (JOTG) Town Hall in Arvada, Colorado. Customers were provided the opportunity to attend presentations, participate in a question and answer session, and meet one on one with DEEOIC staff. Customer feedback surveys were distributed to the 168 Town Hall attendees in order to gather feedback regarding the event. 23 attendees returned the survey and the results are presented below. These surveys were distributed at all Fiscal Year 2023 outreach events, and a comprehensive report compiling all survey results, with resulting recommendations, will be published in early Fiscal Year 2024.

#### Survey Results

The outreach event survey included 10 questions. The first 7 questions were presented with a 1-5 Likert Scale response option. The questions align with the customer experience drivers outlined in OMB Circular A-11 Section 280. Five of the seven questions received an average overall score of 4.0 or above. A score of 4.0 represents the “agree” answer choice and a score of 5.0 represents the “strongly agree” answer choice. The lowest score was on the question related to the transparency driver, “It was easy to understand the information presented during this event” which received an average score of 3.87 out of 5. The question “I am satisfied with the event today”, received an average score of 3.96 out of 5. Results for each question are shown on the chart below.



The 8th question was “How did you hear about this event?” and responses are shown on the table to the right. The majority (87%) indicated that they found out about the event from the DEEOIC-mailed invitation. Note that some of the respondents selected more than one option.

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How did you hear about this event?	
Mail	20
Email	2
DEEOIC website	0
Social Media	1
Newspaper Ad	0
Resource Center Outreach	0
Other (Word of Mouth)	2

The 9th question was an open-response question that asked attendees why they attended the event. 11 respondents provided feedback which included answers such as to file a claim, get personalized help or a claims status update, and to learn more about the program and/or to get program updates.

The 10th and final question on the survey was an open-response format and asked claimants to report on the most and least valuable parts of the event. 9 respondents reported on most valuable parts and 4 respondents reported on least valuable parts of the event. The OXCU team grouped the responses by theme. Some responses fit into more than one category if the respondent mentioned more than one topic. Comment themes and frequency are detailed on the table below.

Most Valuable Comment Theme	Count	Least Valuable Comment Theme	Count
Good information/presentations	6	Complicated process/program	2
Gratitude	1	Need printed materials	1
Program Updates	1	Presentation hard to see	1
Department of Energy	1		

### Sample of Written Responses:

- Overall, the message today is that this program is here to help employees who have developed certain illnesses as a result of employment. We have had a positive experience with the medical coverage and with the Denver Resource Center. All of the info today was good
- Presentation screen was hard to see because of lighting. Screen could have been higher to see.
- Lots of information, helpful resources
- Maybe reiterate to the elderly group that websites may not be helpful. Have printed material available
- Pain point: complexity of application