DEEOIC Outreach and Customer Experience Unit

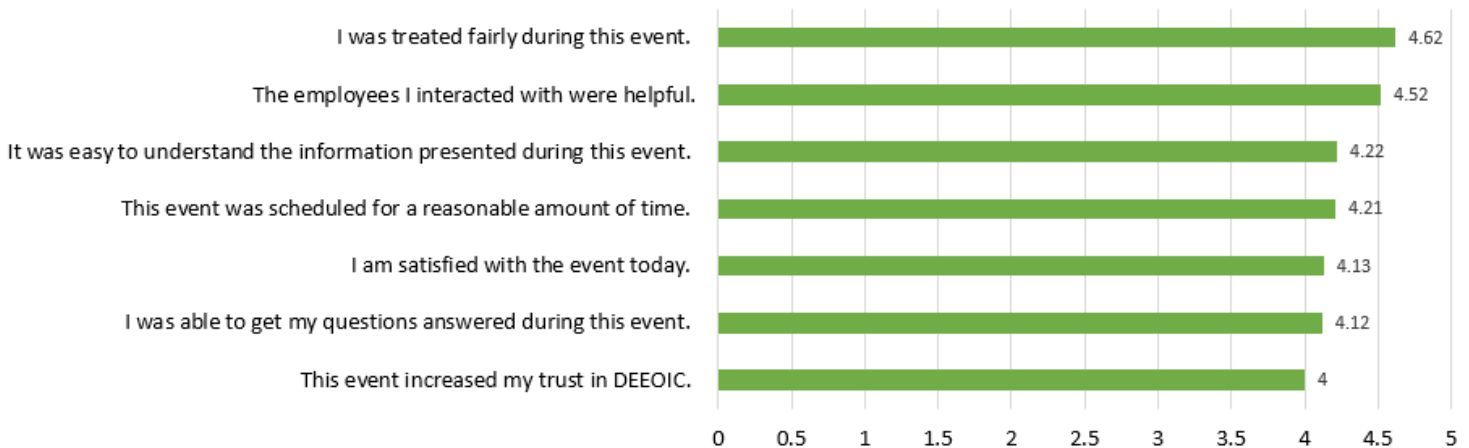## **April 2023 Oak Ridge Outreach Event Customer Feedback Survey Results**

Background

On April 13th 2023, Division of Energy Employees Occupational Illness Compensation (DEEOIC) held a Joint Outreach Task Group (JOTG) Town Hall in Oak Ridge, Tennessee. 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 288 Town Hall attendees in order to gather feedback regarding the event. 34 attendees returned the survey and the results are presented below. These surveys will be 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. Each 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. Results for each question are shown on the chart below.

Average Score by Question

Question	Score
I was treated fairly during this event.	4.62
The employees I interacted with were helpful.	4.52
It was easy to understand the information presented during this event.	4.22
This event was scheduled for a reasonable amount of time.	4.21
I am satisfied with the event today.	4.13
I was able to get my questions answered during this event.	4.12
This event increased my trust in DEEOIC.	4

The 8th question was "How did you hear about this event?" and responses are shown on the table to the right. The majority (67%) indicated that they found out about the event from the DEEOIC-mailed invitation.

The 9th question was an open-response question that asked attendees why they attended the event. 12 respondents provided feedback which included answers such as to file a claim, to re-open a denied claim, to learn more about the program and/or to get program updates, to get case status updates and for one-on-one interaction.

How did you hear about this event? *(Some respondents selected more than one option.)*

Mail: 20
Email: 4
DEEOIC Website: 3
Social Media: 0
Newspaper Ad: 0
Resource Center Outreach: 2
Other: 1 (Family)

Survey Results (cont'd)

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. 18 respondents reported on most valuable parts and 29 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
Good information/presentations	8
Direct access to or help from employees	6
Specific DOL/program information	2
Question and answer session	1
Department of Energy presentation	1
Least Valuable Comment Theme	**Count**
Presentations were too complicated	8
Other and/or general unhappiness	5
Wait for one-on-one assistance was too long	5
Presentation text was too small	4
Presentations were too long	4
Queue for one-on-one assistance was disorganized	2
Benefits do not extend to DOD and/or other groups	2
Event was not long enough	1
Not enough notice given for event	1
Offer an event on a Friday	1
Presenters didn't encourage trust	1
Question and answer session	1
Wants more tips/guidance on navigating program	1

Examples of some of the written responses are below.

- "This was really good stuff!"
- "Start the individual meetings before the general questions PLEASE. Lack of organization at the end."
- "Length of time on a lot of info that did not mean a lot to me."
- "People were very helpful."
- "The programs need to be streamlined, they are too complicated! The average worker/employee is challenged to fill out papers they might not understand. The program is for the people with the illness but it is not people friendly. That is a huge mistake."
- "Gotten some info today. Q&A was good."
- "Had to leave before number was called for status update, too long."
- "Able to sit face to face with DOL is invaluable; please keep this program going."