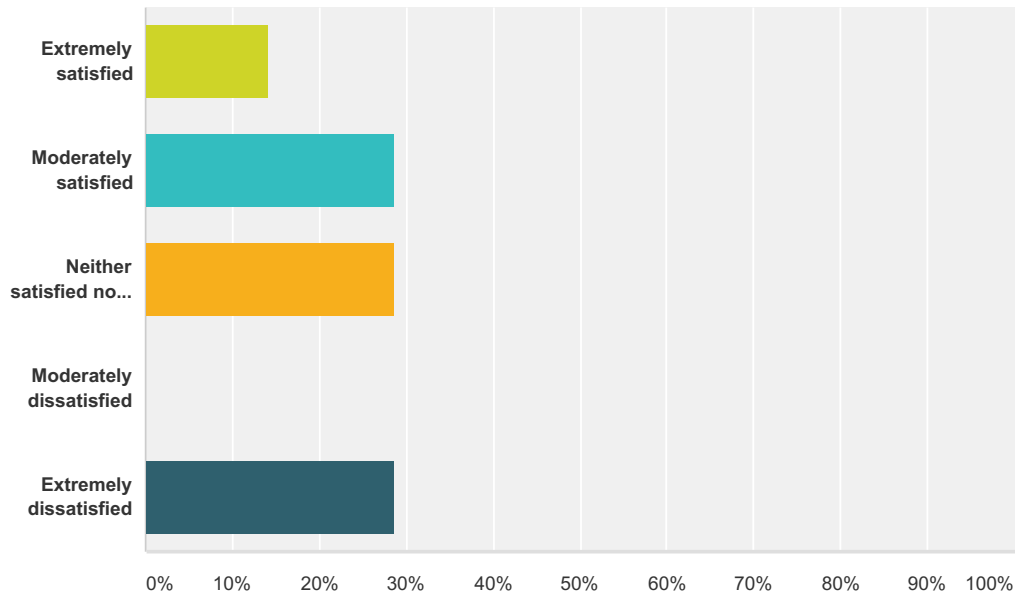## Q1 Overall, please rate your level of satisfaction with your experience using the outgoing correspondence center?

Answered: 7   Skipped: 1
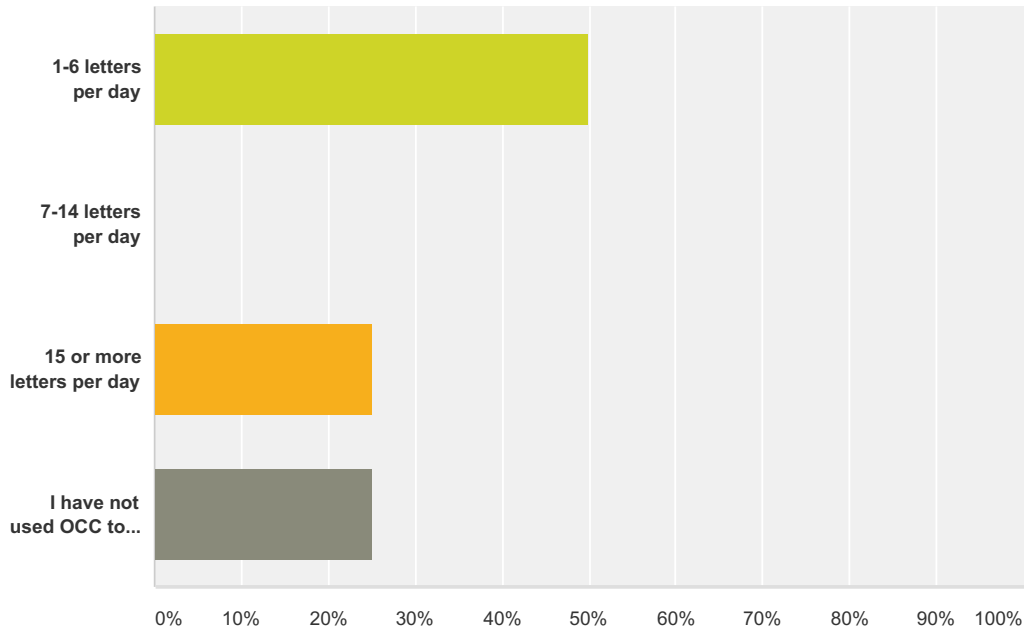

Answer Choices	Responses	
Extremely satisfied	**14.29%**	1
Moderately satisfied	**28.57%**	2
Neither satisfied nor dissatisfied	**28.57%**	2
Moderately dissatisfied	**0.00%**	0
Extremely dissatisfied	**28.57%**	2
Total		**7**

#	Other (please specify)	Date
1	does not apply	9/30/2015 3:11 PM
2	the amount of time it takes to send the letters is ridiculous.	9/21/2015 1:37 PM

Q2 On an average telework day, how many letters/correspondence have you been able to send to the outgoing correspondence center?

Answered: 8   Skipped: 0

Answer Choices	Responses	
1-6 letters per day	**50.00%**	4
7-14 letters per day	**0.00%**	0
15 or more letters per day	**25.00%**	2
I have not used OCC to mail my letters/correspondence during telework.	**25.00%**	2
Total		**8**

#	Other (please specify)	Date
1	I tried the system a few times and the amount of time it took was way to long and non-productive	9/21/2015 1:37 PM

Q3 What do you like most about the outgoing correspondence center?

Answered: 6   Skipped: 2

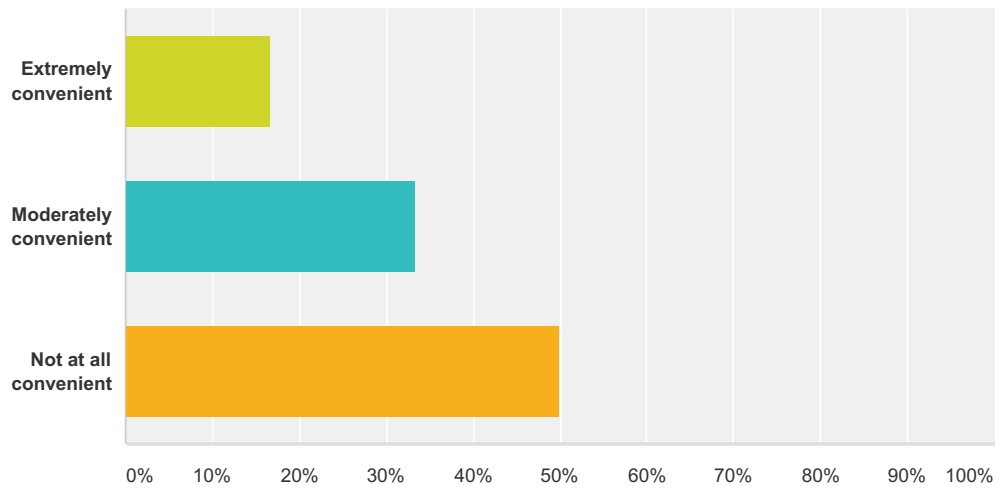| #	Responses	Date
1	1. The great service from those doing the printing and their attention to detail. 2. I didn't have tons of printing to do when I returned to the office from telework.	9/30/2015 4:05 PM
2	The ability to still send work out during a telework day.	9/30/2015 3:16 PM
3	n/a	9/30/2015 3:11 PM
4	Not having to worry about mailing letters when I come in the next day. Work that was completed on telework day is fully completed on that day. Makes for more productive days.	9/22/2015 7:52 AM
5	nothing	9/21/2015 1:37 PM
6	No sure	9/16/2015 8:25 AM

Q4 What do you dislike most about the outgoing correspondence center?

Answered: 7   Skipped: 1

#	Responses	Date
1	N/A	9/30/2015 4:05 PM
2	The additional protocols required and seem to only be for generating reports for management.	9/30/2015 3:16 PM
3	n/a	9/30/2015 3:11 PM
4	N/A	9/22/2015 7:52 AM
5	It's too time consuming.	9/21/2015 3:03 PM
6	Far to much data input for one letter its ridiculous.	9/21/2015 1:37 PM
7	I have too many letters to send out on any given day and it produces extra work in getting the letters out...	9/16/2015 8:25 AM

Q5 How convenient is the outgoing correspondence center to use?
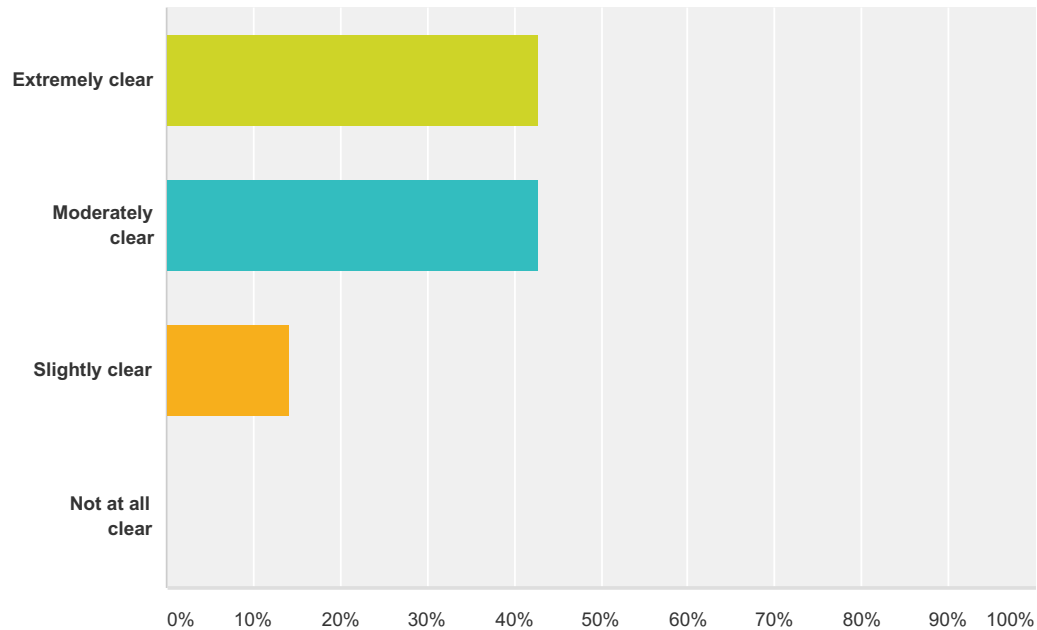
Answered: 6   Skipped: 2

Answer Choices	Responses	
Extremely convenient	**16.67%**	1
Moderately convenient	**33.33%**	2
Not at all convenient	**50.00%**	3
Total		**6**

#	Other (please specify)	Date
1	n/a	9/30/2015 3:11 PM

Q6 During training, how clear was the information that OCC trainers provided to you?

Answered: 7   Skipped: 1

Answer Choices	Responses	
Extremely clear	**42.86%**	3
Moderately clear	**42.86%**	3
Slightly clear	**14.29%**	1
Not at all clear	**0.00%**	0
Total		**7**

#	Other (please specify)	Date
1	n/a	9/30/2015 3:11 PM

Q7 After training, if you needed assistance to submit letters to the outgoing correspondence center, how well did our OCC trainers or the Office POC's answer your question or solve your problem?

Answered: 5   Skipped: 3
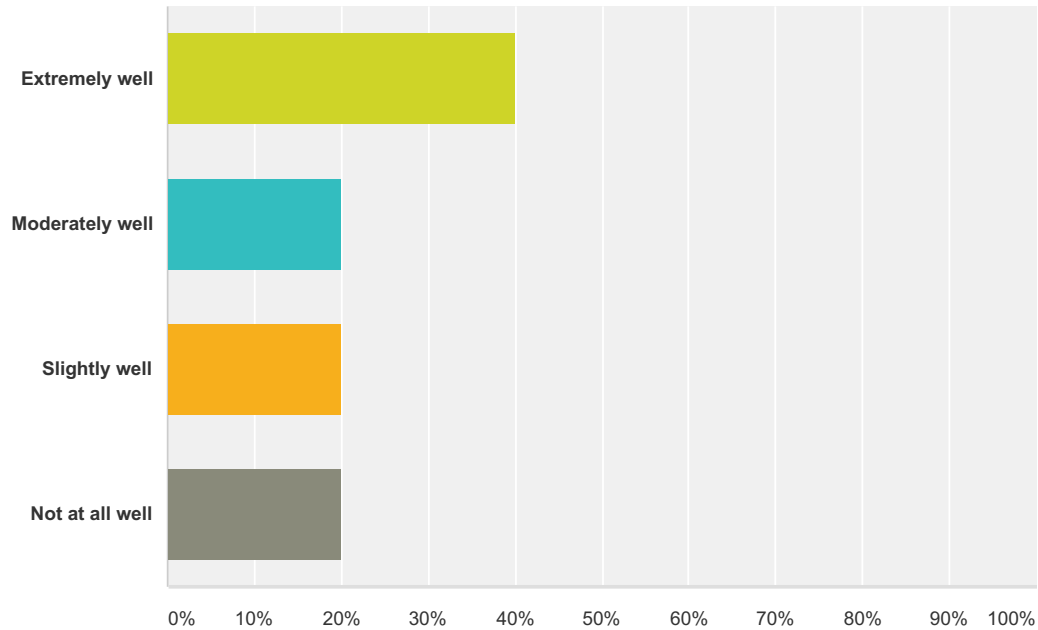
Answer Choices	Responses	
Extremely well	**40.00%**	2
Moderately well	**20.00%**	1
Slightly well	**20.00%**	1
Not at all well	**20.00%**	1
Total		5

#	Other (please specify)	Date
1	na	9/30/2015 3:11 PM
2	N/A	9/21/2015 1:37 PM
3	I seem to be the last to know of changes ,	9/16/2015 8:25 AM

Q8 Overall, how responsive were the trainers to your questions or concerns about the OCC service?

Answered: 5   Skipped: 3
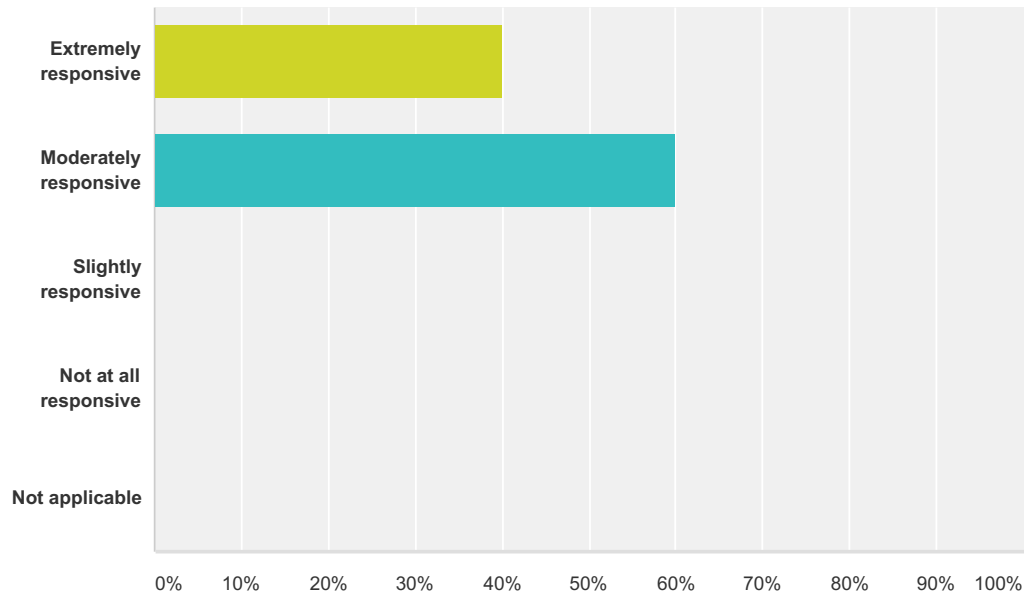
Answer Choices	Responses	
Extremely responsive	40.00%	2
Moderately responsive	60.00%	3
Slightly responsive	0.00%	0
Not at all responsive	0.00%	0
Not applicable	0.00%	0
Total		**5**

#	Other (please specify)	Date
1	na	9/30/2015 3:11 PM
2	N/A	9/21/2015 1:37 PM
3	My one attempt to contact the trainer left me with no reply for one full day, by then I muddled through	9/16/2015 8:25 AM

Q9 What changes would most improve the OCC service?

Answered: 7   Skipped: 1

#	Responses	Date
1	None - Seems pretty efficient.	9/30/2015 4:05 PM
2	Reduction in additional required protocols.	9/30/2015 3:16 PM
3	na	9/30/2015 3:11 PM
4	N/A	9/22/2015 7:52 AM
5	there's too many steps for those of us working in Home Health Care since we do a lot of letters everyday and we have to send it to the provider, claimant and AR which means we have to do 3 different transmittal sheets. It takes double the time to have a letter printed.	9/21/2015 3:03 PM
6	Less data input	9/21/2015 1:37 PM
7	I have no clue how to fix this, I understand its new and in process and we are moving to this as the primary means of communications with the public I am of the wait and see mind set	9/16/2015 8:25 AM

Q10 Do you have any other comments, questions, or concerns?

Answered: 4   Skipped: 4

#	Responses	Date
1	na	9/30/2015 3:11 PM
2	N/A	9/22/2015 7:52 AM
3	no	9/21/2015 1:37 PM
4	N/A	9/16/2015 8:25 AM