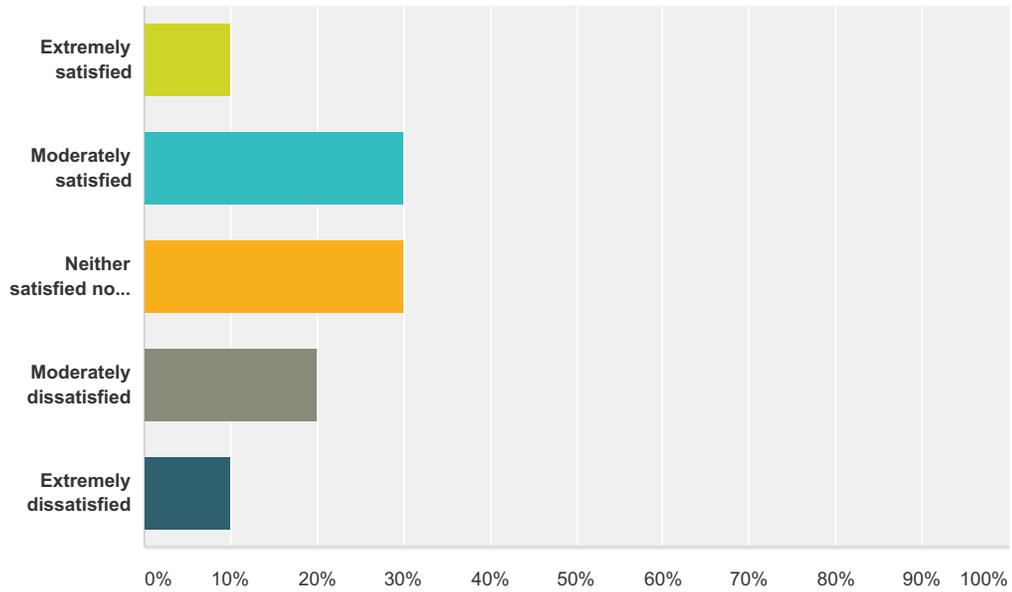


Q1 Overall, please rate your level of satisfaction with your experience using the current email process for submitting your documents.

Answered: 10 Skipped: 0

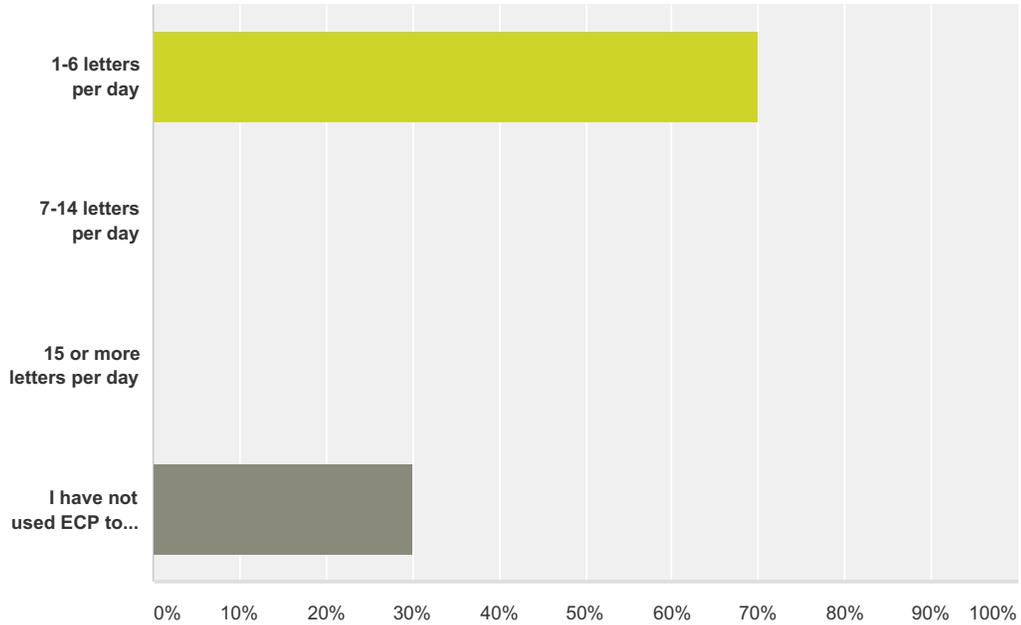


Answer Choices	Responses
Extremely satisfied	10.00% 1
Moderately satisfied	30.00% 3
Neither satisfied nor dissatisfied	30.00% 3
Moderately dissatisfied	20.00% 2
Extremely dissatisfied	10.00% 1
Total	10

#	Other (please specify)	Date
	There are no responses.	

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

Answered: 10 Skipped: 0



Answer Choices	Responses
1-6 letters per day	70.00% 7
7-14 letters per day	0.00% 0
15 or more letters per day	0.00% 0
I have not used ECP to mail my letters/correspondence during telework.	30.00% 3
Total	10

#	Other (please specify)	Date
	There are no responses.	

Q3 What suggestions can you offer to improve the way documents are prepared and emailed to the ECP service?

Answered: 8 Skipped: 2

#	Responses	Date
1	I prefer to email my print jobs; I am more confident that it was received.	7/29/2015 7:09 AM
2	N/A	7/29/2015 6:11 AM
3	N/A	7/28/2015 12:17 PM
4	Too Many Steps in the process	7/28/2015 8:11 AM
5	Why can't there be a update to the overall system so we can go back to the Central Printing as it was first implemented?	7/22/2015 8:43 AM
6	Reduce the need for multiple documents (letter itself, address sheet, transmittal, email) to send a single letter.	7/22/2015 8:27 AM
7	ability to directly upload	7/21/2015 3:28 PM
8	NA	7/21/2015 2:59 PM

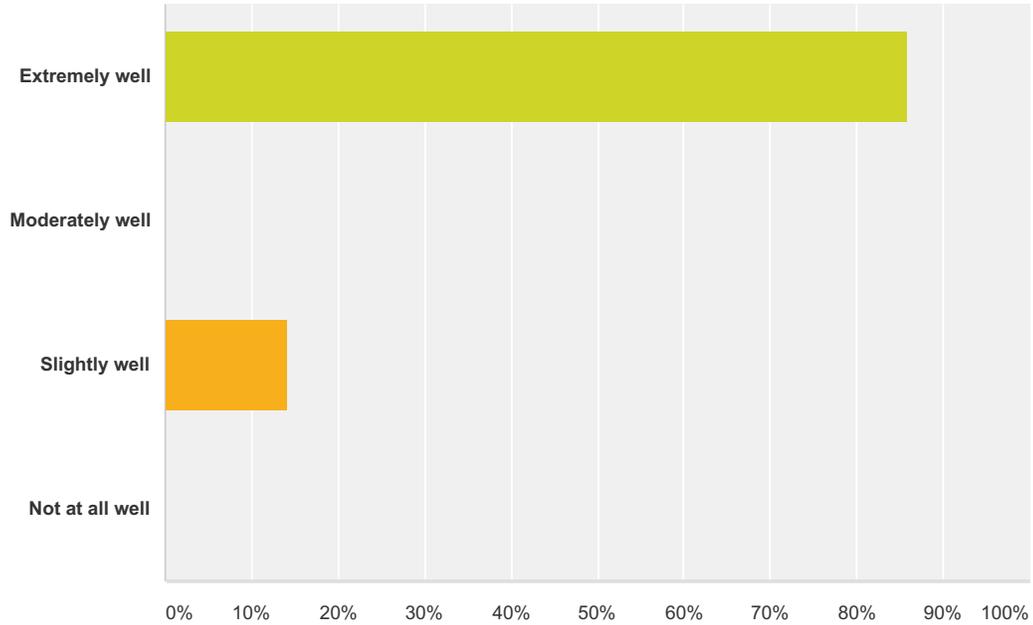
Q4 What do you dislike most about the current email process for centralized printing service?

Answered: 9 Skipped: 1

#	Responses	Date
1	multiple transmittal sheet for the same correspondence	7/29/2015 7:09 AM
2	Being able to review documents fully from laptop.	7/29/2015 6:11 AM
3	Have no feelings about it- it's just a process	7/28/2015 12:17 PM
4	Sending so many emails. Email the letters and then email the end of day spreadsheet.	7/22/2015 8:43 AM
5	There are too many repetitive steps. It is easier to just wait and print in the office.	7/22/2015 8:27 AM
6	the transmittal/cover page It should only be necessary if attachments are needed; or reduce some of the data if no attachments are needed & use as is when. It's just mundane filling it out each time.	7/22/2015 7:50 AM
7	email	7/21/2015 3:28 PM
8	Maybe because I am not used to it; but the process is just so time consuming.	7/21/2015 3:08 PM
9	NA	7/21/2015 2:59 PM

Q5 If you needed assistance to email letters to the centralized printing service, how well did our ECP trainers answer your question or solve your problem?

Answered: 7 Skipped: 3



Answer Choices	Responses
Extremely well	85.71% 6
Moderately well	0.00% 0
Slightly well	14.29% 1
Not at all well	0.00% 0
Total	7

#	Other (please specify)	Date
1	Both in my district office and the staff in Seattle have been fantastic...in every respect	7/22/2015 7:50 AM
2	I haven't contacted them for assistance.	7/21/2015 3:08 PM
3	NA	7/21/2015 2:59 PM

ECP Survey- Jacksonville Email Feedback

Q6 Do you have any other comments, questions, or concerns?

Answered: 7 Skipped: 3

#	Responses	Date
1	The ability to print from home allows me to be more efficient and it also saves me time not having to stuff envelopes and print it myself. Thank you, this is definitely moving forward in a positive direction.	7/29/2015 7:09 AM
2	No	7/29/2015 6:11 AM
3	No, but I have only utilized this	7/28/2015 12:17 PM
4	This seems to be a process more for exceptions than regular processing. It is a step in the right direction but needs to be much less cumbersome for regular use..	7/22/2015 8:27 AM
5	Overall, I am very happy with this process and applaud the entire work group who have created it and made it possible.	7/22/2015 7:50 AM
6	thanks.	7/21/2015 3:28 PM
7	No	7/21/2015 2:59 PM