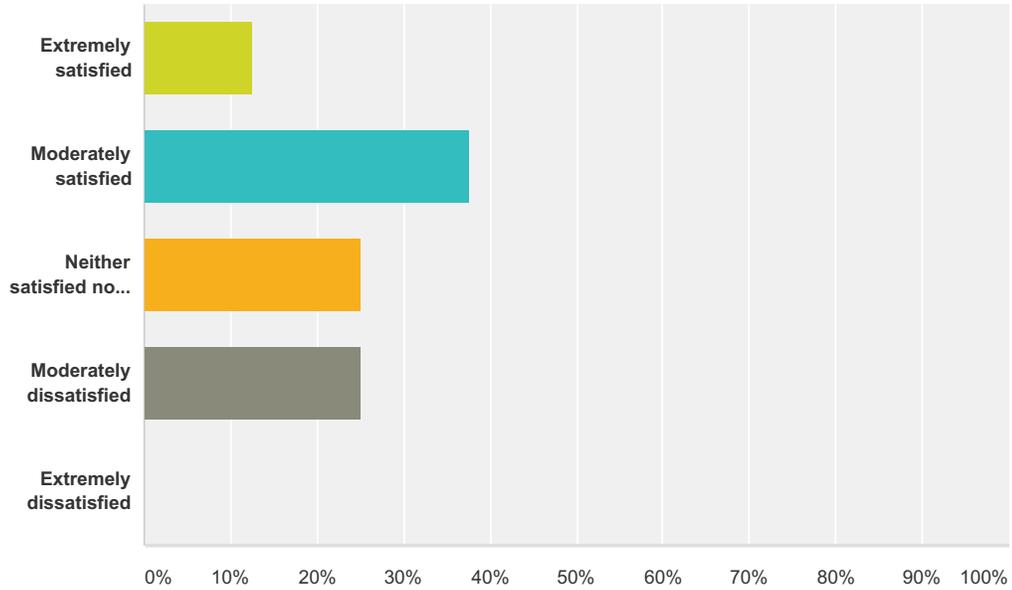


SEATTLE OCC POST DEPLOYMENT

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

Answered: 8 Skipped: 1



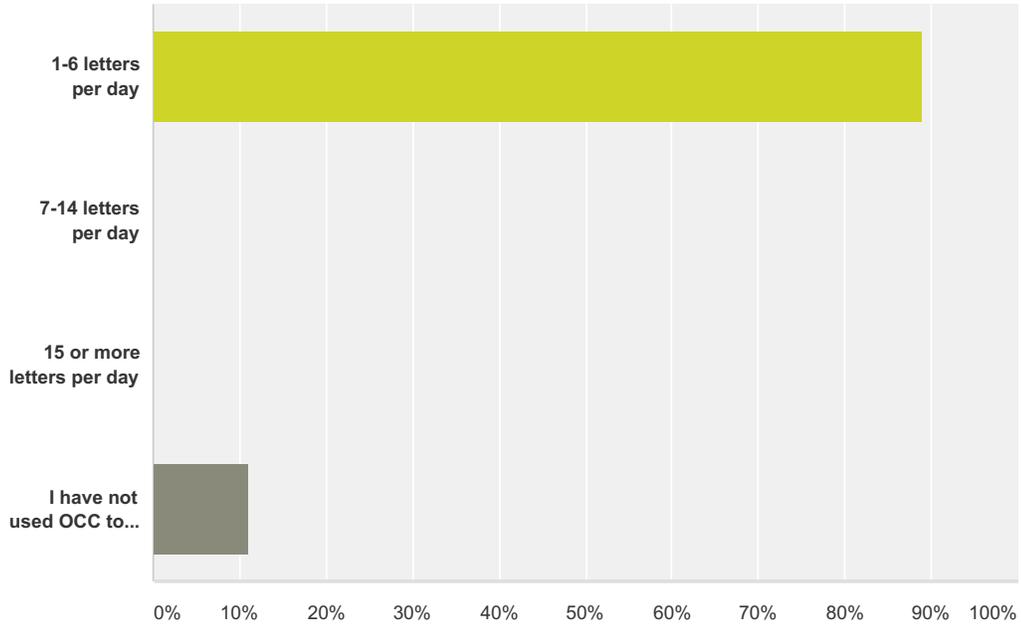
Answer Choices	Responses
Extremely satisfied	12.50% 1
Moderately satisfied	37.50% 3
Neither satisfied nor dissatisfied	25.00% 2
Moderately dissatisfied	25.00% 2
Extremely dissatisfied	0.00% 0
Total	8

#	Other (please specify)	Date
1	The learning curve is very steep and the added steps to do a simple document makes the process cumbersome.	10/8/2015 11:03 AM

SEATTLE OCC POST DEPLOYMENT

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

Answered: 9 Skipped: 0



Answer Choices	Responses
1-6 letters per day	88.89% 8
7-14 letters per day	0.00% 0
15 or more letters per day	0.00% 0
I have not used OCC to mail my letters/correspondence during telework.	11.11% 1
Total	9

#	Other (please specify)	Date
1	See #1	10/8/2015 11:03 AM

SEATTLE OCC POST DEPLOYMENT

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

Answered: 8 Skipped: 1

#	Responses	Date
1	If there is something wrong with the document the team is quick to respond. This helps me to feel comfortable that mistakes will be caught before a letter is mailed.	10/16/2015 9:25 AM
2	Eliminates deadline delays	10/14/2015 10:51 AM
3	I can send out letters or decisions on the same day when I am teleworking. it is also nice not to have to print out the documents that I have created, on the next business day.	10/9/2015 10:27 AM
4	Hopefully in the future, I will appreciate the process of the OCC.	10/8/2015 11:03 AM
5	Nothing. Well, I guess in theory it's good to be able to print from home.	10/8/2015 10:48 AM
6	I don't have to go back in to cases for printing/bronzing coding the next work day. When I'm done, I'm done	10/8/2015 9:06 AM
7	Being able to send correspondence while teleworking	10/7/2015 6:34 PM
8	the fact it is available to me	10/7/2015 6:13 PM

SEATTLE OCC POST DEPLOYMENT

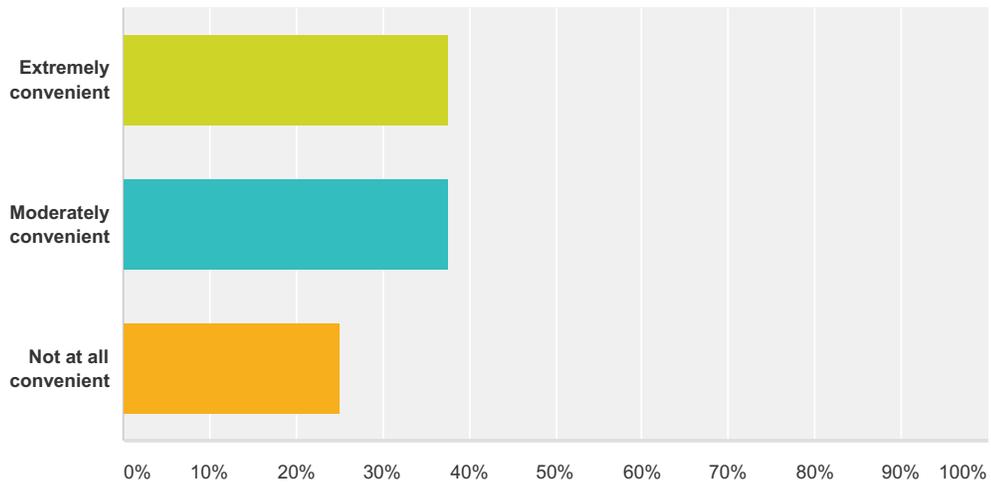
Q4 What do you dislike most about the outgoing correspondence center?

Answered: 7 Skipped: 2

#	Responses	Date
1	Writing the AR's or additional person's address on the bottom of the letter. To me this makes the letter seem tacky.	10/16/2015 9:25 AM
2	doesn't work all the time	10/14/2015 10:51 AM
3	The overall process is too cumbersome. It would be nice to simplify this. The naming convention also needs to be simplified. Does it really matter which district office sends this out? either way the letters and decisions have to be sent out	10/9/2015 10:27 AM
4	The steep learning curve and added work with little margin for error (which I understand we want).	10/8/2015 11:03 AM
5	Almost everything. The whole process takes about 5 times as long as printing in person. The cover sheet is burdensome. Having to place address of CC is tedious and not in line with professional business letter rules. The specificity of naming documents is tedious. The sheer number of times we have to repeat the case ID is ridiculous. This process needs a complete overhaul before we are forced to use it. I loathe the day that happens. Plus, we don't staple letters! We send people long, confusing letters. Often times we need just one page signed and returned. A great way to cue our claimants as to what needs to be returned is to staple everything else and leave the page that needs returned un-stapled. NOT an option with OCC.	10/8/2015 10:48 AM
6	It is more time consuming and takes more steps - however, I can't think of a better way to do this	10/8/2015 9:06 AM
7	the tedious forms and margin for error	10/7/2015 6:13 PM

Q5 How convenient is the outgoing correspondence center to use?

Answered: 8 Skipped: 1



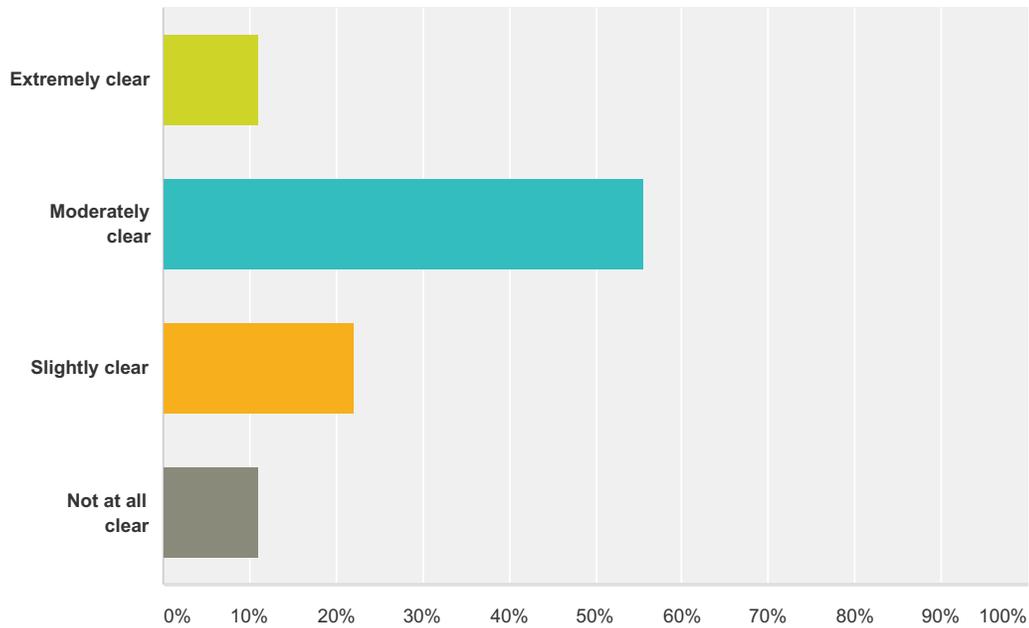
Answer Choices	Responses
Extremely convenient	37.50% 3
Moderately convenient	37.50% 3
Not at all convenient	25.00% 2
Total	8

#	Other (please specify)	Date
1	It will be convenient once I can use it efficiently.	10/8/2015 11:03 AM
2	Its terrible and takes forever.	10/8/2015 10:48 AM

SEATTLE OCC POST DEPLOYMENT

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

Answered: 9 Skipped: 0

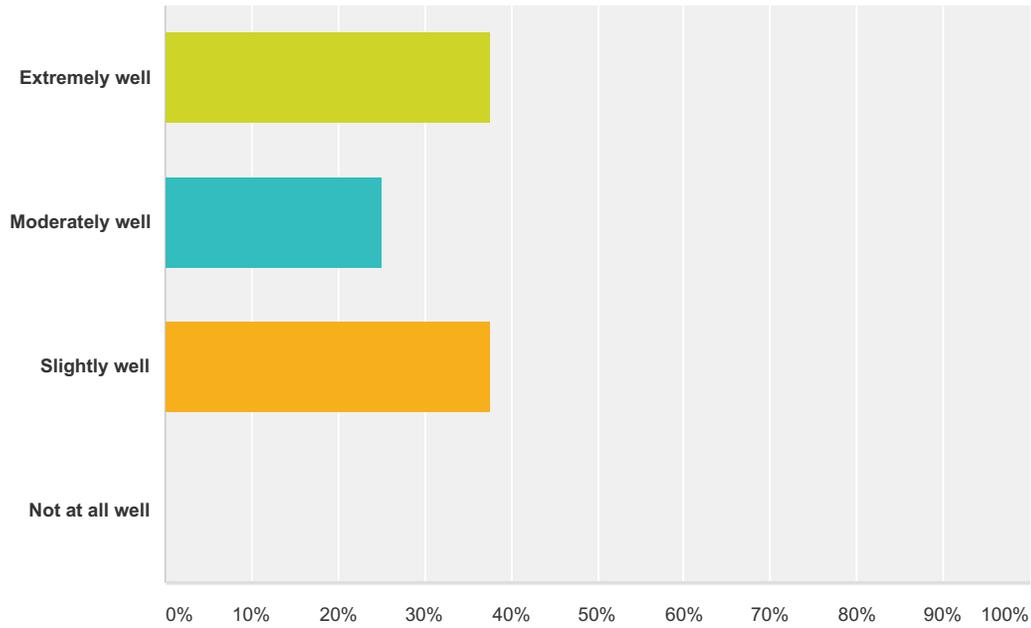


Answer Choices	Responses
Extremely clear	11.11% 1
Moderately clear	55.56% 5
Slightly clear	22.22% 2
Not at all clear	11.11% 1
Total	9

#	Other (please specify)	Date
1	The information was quickly discussed.During the test period no one came by my desk to see if I had any questions. I received no feedback on the test documents I sent. I feel that would have been helpful in some of the problems I encountered when I started using it live.	10/16/2015 9:25 AM
2	We didn't need a 30 minute "histry" of the development of OCC.	10/8/2015 10:48 AM

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: 8 Skipped: 1



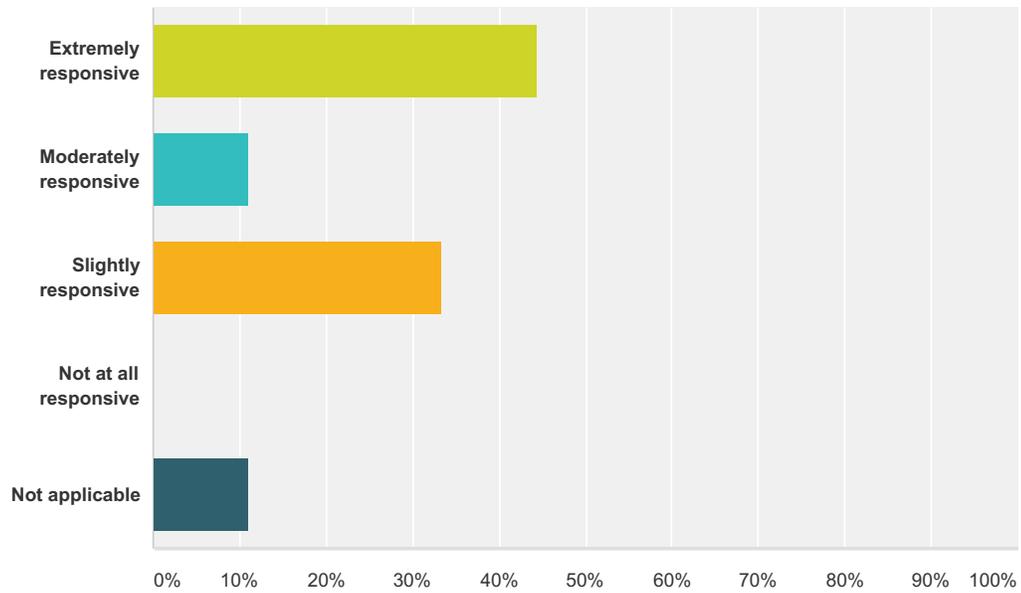
Answer Choices	Responses
Extremely well	37.50% 3
Moderately well	25.00% 2
Slightly well	37.50% 3
Not at all well	0.00% 0
Total	8

#	Other (please specify)	Date
1	they did not my co-worker did	10/7/2015 6:13 PM

SEATTLE OCC POST DEPLOYMENT

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

Answered: 9 Skipped: 0



Answer Choices	Responses
Extremely responsive	44.44% 4
Moderately responsive	11.11% 1
Slightly responsive	33.33% 3
Not at all responsive	0.00% 0
Not applicable	11.11% 1
Total	9

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

SEATTLE OCC POST DEPLOYMENT

Q9 What changes would most improve the OCC service?

Answered: 6 Skipped: 3

#	Responses	Date
1	none	10/14/2015 10:51 AM
2	Change the naming convention. See if this overall process can be simplified. I have to use the instructions every time I send something out	10/9/2015 10:27 AM
3	Hands on training - not just a lecture.	10/8/2015 11:03 AM
4	Again, it needs a major overhaul. I can't see how this will save the DOL money in the long run (I know that is the goal) if CE's (who get paid significantly more than contract staff) have to spend five times as long to get a letter mailed than we otherwise would. NOT A MONEY SAVER.	10/8/2015 10:48 AM
5	For specialized CEs could we combine the letters (impairment solicitation, wage loss solicitation and impairment medical solicitation) in one envelope so that instead of completing 3 transmittal form we would only complete one?	10/7/2015 6:34 PM
6	less formal or better ease with logs vs correspondance	10/7/2015 6:13 PM

SEATTLE OCC POST DEPLOYMENT

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

Answered: 4 Skipped: 5

#	Responses	Date
1	na	10/14/2015 10:51 AM
2	Please, please, please fix this. Otherwise, I BEG OF YOU NOT TO FORCE US TO USE THIS ALL THE TIME!!!!!!!!!!!!!!!!!!!!!!	10/8/2015 10:48 AM
3	How do I know that all the letters are actually printed and mailed. I spoke with one of my claimant and he said he did not receive one of the letter that sent.	10/7/2015 6:34 PM
4	nope it still scares me some!	10/7/2015 6:13 PM