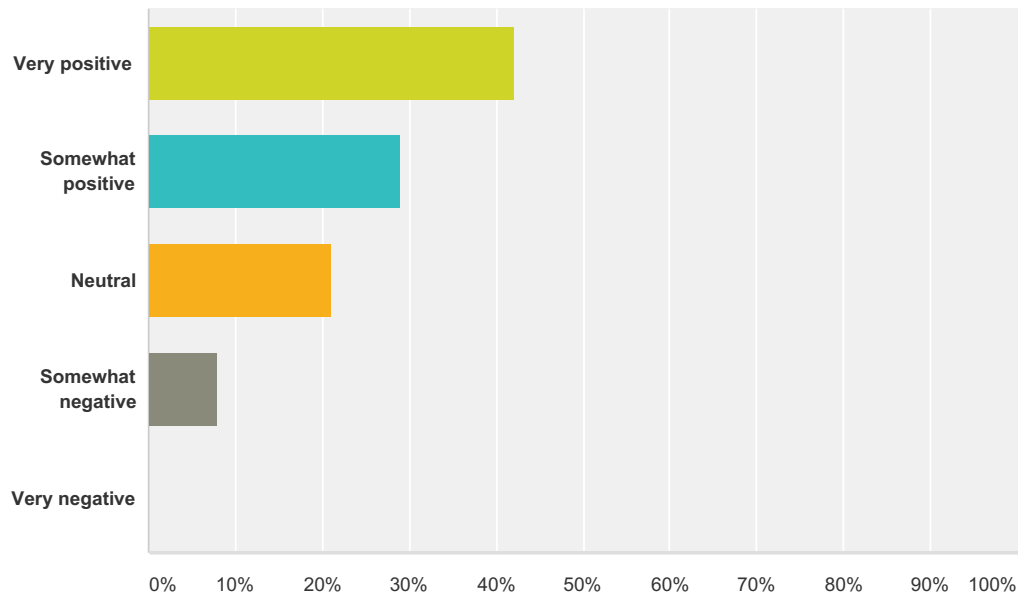


Q1 What's your first reaction to Outgoing Correspondence Center?

Answered: 38 Skipped: 0



Answer Choices	Responses
Very positive	42.11% 16
Somewhat positive	28.95% 11
Neutral	21.05% 8
Somewhat negative	7.89% 3
Very negative	0.00% 0
Total	38

#	Other (please specify)	Date
1	I don't care	9/1/2015 12:35 PM

Seattle Outgoing Correspondence Center (OCC) Pre-Launch Survey

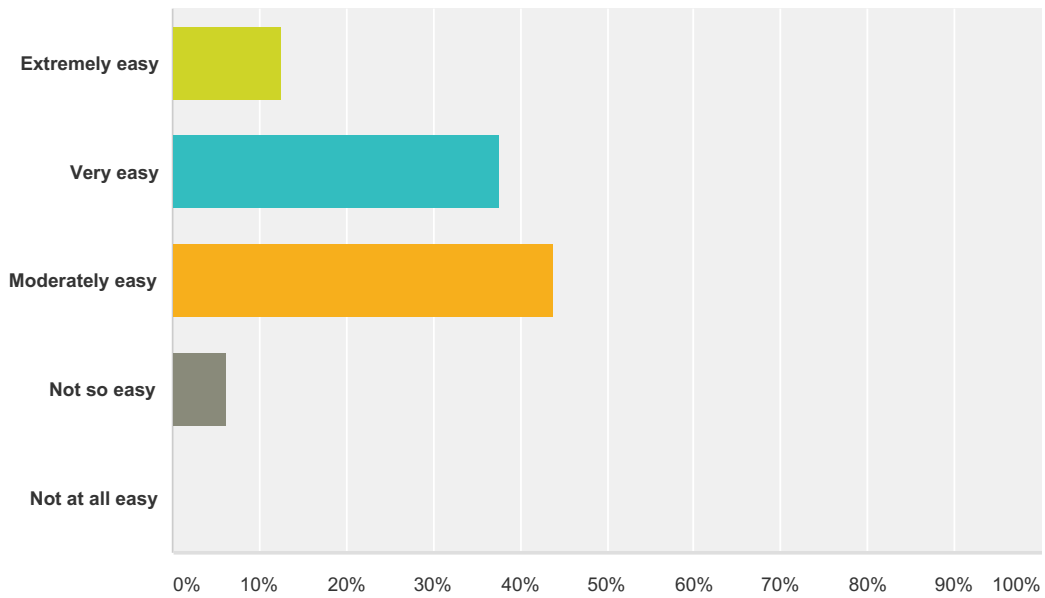
Q2 What topics would you most like to learn about or discuss at Outgoing Correspondence Center training?

Answered: 27 Skipped: 11

#	Responses	Date
1	The OCC Process	9/3/2015 1:15 PM
2	use of the transmittal form, would be nice to see a sample	9/3/2015 11:06 AM
3	Hands on approach on the actual mechanics of sending a request to OCC.	9/3/2015 10:01 AM
4	Just step by step instructions - handout possibly	9/2/2015 5:06 PM
5	The whole process from creating the correspondence to sending to the OCC and how to save the outgoing correspondence.	9/2/2015 2:25 PM
6	Sending multiple documents for mailing	9/2/2015 2:06 PM
7	Want to learn the basics so I can be successful in sending correspondence, etc. Having a step by step handout would be beneficial.	9/2/2015 1:34 PM
8	I would like to know which documents we can send and what we cannot send through the OCC	9/2/2015 10:16 AM
9	written/printed reference materials	9/2/2015 9:57 AM
10	procedural	9/2/2015 9:56 AM
11	Signature requirements and how to request cancellation or letter editing (if available) once the letter has been sent for processing and mailing.	9/1/2015 10:04 PM
12	How internal forms/memos will work with centralized printing.	9/1/2015 9:15 PM
13	confirmation of document printed a	9/1/2015 9:12 PM
14	NA	9/1/2015 8:38 PM
15	Nothing in particular, just general process.	9/1/2015 1:05 PM
16	None	9/1/2015 12:35 PM
17	Do not anticipate using the OCC, Not teleworking. Would not create correspondence if teleworking.	9/1/2015 11:56 AM
18	N/A	9/1/2015 11:30 AM
19	None at this time. I am more of a try it and see.	9/1/2015 11:24 AM
20	Tracking of the documents	9/1/2015 10:36 AM
21	how it works	9/1/2015 9:02 AM
22	Please share the results of the test try. I would like to prepare for potential pitfalls as best as possible.	8/31/2015 7:42 PM
23	How to, troubleshooting problems	8/31/2015 7:07 PM
24	Not sure. There is a lot of information to process.	8/31/2015 6:45 PM
25	overview of what to expect in the upcoming training	8/31/2015 6:37 PM
26	not sure	8/31/2015 3:18 PM
27	future signature authorization	8/31/2015 3:01 PM

Q3 How easy was it to find the training aids on the DEEOIC Intranet Site?

Answered: 32 Skipped: 6



Answer Choices	Responses
Extremely easy	12.50% 4
Very easy	37.50% 12
Moderately easy	43.75% 14
Not so easy	6.25% 2
Not at all easy	0.00% 0
Total	32

#	Other (please specify)	Date
1	did not look up	9/3/2015 11:06 AM
2	I did have to refer to the email photo a few time to navigate from the Inside Edition page, and I assisted a coworker with the same issue	9/2/2015 5:06 PM
3	I was provided a link in an email,	9/2/2015 9:56 AM
4	Have not sought out the training aids yet	9/1/2015 9:15 PM
5	I didn't go there. I don't telework	8/31/2015 7:42 PM

Seattle Outgoing Correspondence Center (OCC) Pre-Launch Survey

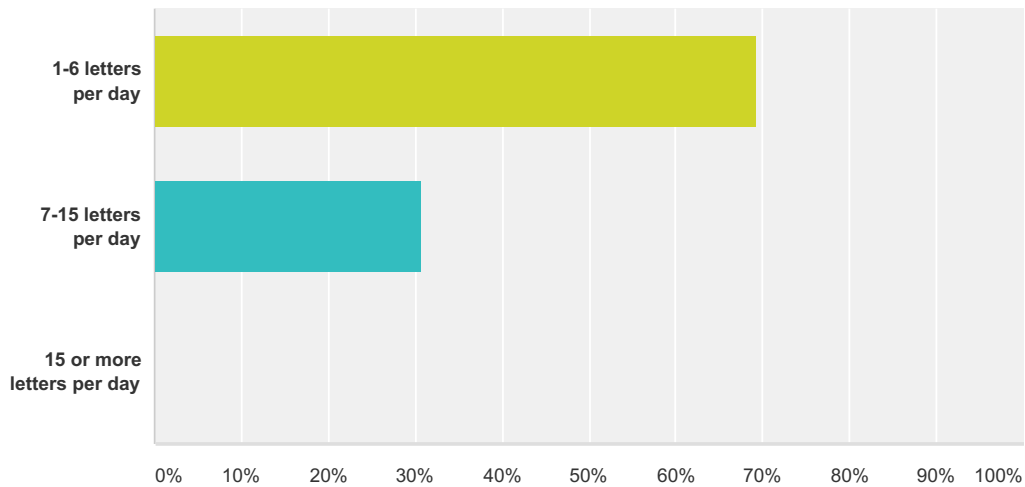
Q4 What expectations do you have about the ability to send electronic documents to the Outgoing Correspondence Center?

Answered: 28 Skipped: 10

#	Responses	Date
1	Extremely helpful. The OCC will save a lot of time.	9/3/2015 1:15 PM
2	no problem, will use as needed	9/3/2015 11:06 AM
3	Kinda nervous about letting someone else send my letters. Unsure if it will be in correct order the way I want it.	9/3/2015 10:01 AM
4	very high, I am positive about the ability to remote print	9/2/2015 5:06 PM
5	My expectation is to have this be a seamless process - meaning, no computer problems that will prevent the transmission of documents. I understand there may be some slight abnormalities at times; however, I hope to not have it become frequent rather than infrequent	9/2/2015 3:59 PM
6	Allow printing documents while teleworking and freeing up time to do other tasks the day after teleworking.	9/2/2015 2:25 PM
7	I expect it to be a hitch free transition.	9/2/2015 2:06 PM
8	I expect there will be a learning curve to using the new process.	9/2/2015 1:34 PM
9	That the system will continue to work on a regular basis	9/2/2015 10:16 AM
10	High, since Seattle is the last to go live	9/2/2015 9:57 AM
11	none, other than ability to mail documents electronically	9/2/2015 9:56 AM
12	it will make the job faster and easier.	9/1/2015 10:04 PM
13	No glitches	9/1/2015 9:15 PM
14	NA	9/1/2015 8:38 PM
15	Will be worth the extra effort for docs that must go out on my telework days.	9/1/2015 6:26 PM
16	I expect it to be easy, absent issues such as email going down.	9/1/2015 1:05 PM
17	No expectations at all	9/1/2015 12:35 PM
18	Do not anticipate teleworking or, if teleworking, creating correspondence. No expectations.	9/1/2015 11:56 AM
19	N/A	9/1/2015 11:30 AM
20	The WAH's will be able to preform their duties at home as well as at home.	9/1/2015 11:24 AM
21	I see no problem in sending the request to OCC.	9/1/2015 10:36 AM
22	N/A	9/1/2015 10:31 AM
23	none	9/1/2015 9:02 AM
24	I expect some kinks that will hopefully work themselves out	8/31/2015 7:42 PM
25	A lot of extra work. I don't look forward to being forced to print everything like this.	8/31/2015 6:48 PM
26	Positive. Looking forward to it.	8/31/2015 6:45 PM
27	To get a primer / instruction on how to do the new tasks and use the new tools	8/31/2015 6:37 PM
28	none	8/31/2015 3:18 PM

Q5 How often do you find the need to send correspondence/letters during telework?

Answered: 26 Skipped: 12

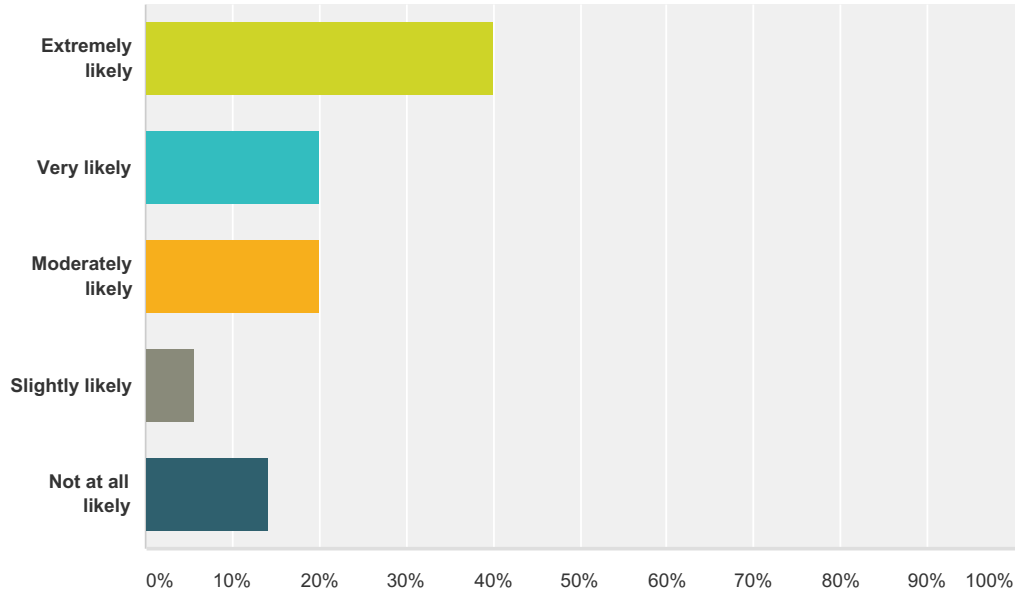


Answer Choices	Responses
1-6 letters per day	69.23% 18
7-15 letters per day	30.77% 8
15 or more letters per day	0.00% 0
Total	26

#	Other (please specify)	Date
1	n/a I do not telework; assume 1-6 ltrs/day	9/3/2015 11:06 AM
2	I do not telework	9/2/2015 3:59 PM
3	I am an admin staff person (not a CE)	9/2/2015 10:55 AM
4	never	9/1/2015 12:35 PM
5	Never	9/1/2015 11:56 AM
6	I do not telework.	9/1/2015 11:24 AM
7	No average yet, my second day of telework is tomorrow.	9/1/2015 10:36 AM
8	N/A, I do not telework	9/1/2015 10:31 AM
9	I do not telework	8/31/2015 7:42 PM
10	I do not telework	8/31/2015 6:37 PM
11	never	8/31/2015 3:18 PM
12	n/a (don't telework)	8/31/2015 3:05 PM

Q6 How likely would you be to use the Outgoing Correspondence Center during telework?

Answered: 35 Skipped: 3



Answer Choices	Responses	
Extremely likely	40.00%	14
Very likely	20.00%	7
Moderately likely	20.00%	7
Slightly likely	5.71%	2
Not at all likely	14.29%	5
Total		35

Q7 What would make you more likely to use the Outgoing Correspondence Center during telework?

Answered: 27 Skipped: 11

#	Responses	Date
1	When letters needs to be sent out in order to meet timeframe requirements.	9/3/2015 1:15 PM
2	keeping task short and simple getting quick verification that mail was sent	9/3/2015 11:06 AM
3	Little by little, I will try using the OCC process until I become comfortable with it.	9/3/2015 10:01 AM
4	N/A	9/2/2015 3:59 PM
5	That the process works with no glitches.	9/2/2015 2:25 PM
6	Trying to meet deadlines or time sensitive documents	9/2/2015 2:06 PM
7	Ease of learning system and having support during the day available.	9/2/2015 1:34 PM
8	The convenience of sending out the correspondence and coding in real time	9/2/2015 10:16 AM
9	N/A	9/2/2015 9:57 AM
10	ease of use, acknowledgement	9/2/2015 9:56 AM
11	With the addition of fourth telework, CEs will more likely to use OCC.	9/1/2015 10:04 PM
12	n/a	9/1/2015 9:15 PM
13	Terminal development and issuing RD for terminal cases	9/1/2015 9:12 PM
14	Expedited status of a case	9/1/2015 8:38 PM
15	don't know yet	9/1/2015 6:26 PM
16	Nothing	9/1/2015 12:35 PM
17	A major change in work requirements.	9/1/2015 11:56 AM
18	Nothing right now. I prefer to be hands on and review my documents in hard copy form before mailing.	9/1/2015 11:30 AM
19	If I can easily confirm the document was sent.	9/1/2015 10:36 AM
20	I do not telework, and will retire long before it is implemented in the office.	9/1/2015 10:31 AM
21	not sure	9/1/2015 9:02 AM
22	Surety that the mail will be timely processed.	8/31/2015 7:42 PM
23	Ease of use.	8/31/2015 7:07 PM
24	Less crap to do	8/31/2015 6:48 PM
25	Will be using it regardless.	8/31/2015 6:45 PM
26	I don't telework	8/31/2015 6:37 PM
27	unsure	8/31/2015 3:18 PM

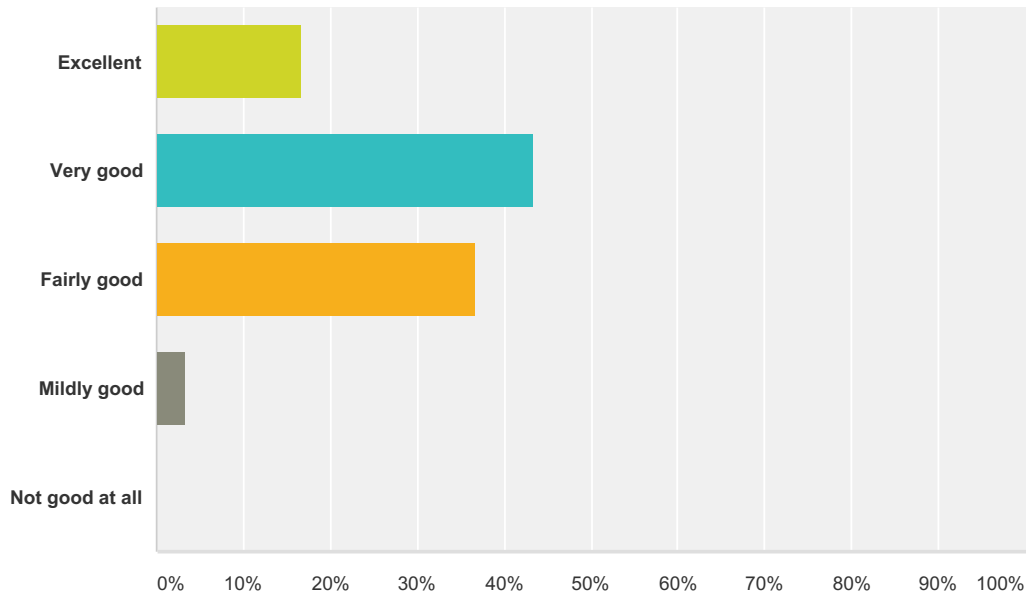
Q8 What are the things that you like most about the concept of the Outgoing Correspondence Center?

Answered: 28 Skipped: 10

#	Responses	Date
1	We can send out letters on telework days.	9/3/2015 1:15 PM
2	no comment	9/3/2015 11:06 AM
3	On paper, I believe it's a good idea which will allow us to send letters from home.	9/3/2015 10:01 AM
4	the ability to expand telework and the decrease in clerical job duties	9/2/2015 5:06 PM
5	Printing from home, mailing out same day, making telework more efficient.	9/2/2015 2:25 PM
6	The process will make it easier if one is scheduled to be out the day after telework. It will ensure that the document one worked on is sent out in a timely manner. Also when sick/ recovering at home and do not want to pass on the germ.	9/2/2015 2:06 PM
7	I can telework and finish letters, etc.	9/2/2015 1:34 PM
8	Ability to send docs	9/2/2015 11:07 AM
9	The ability for CEs to telework. Telework is a huge benefit for staff - having OCC lets' CEs telework.	9/2/2015 10:55 AM
10	the ability to send out correspondence after I have created it during telework, and not stuffing envelopes the day after	9/2/2015 10:16 AM
11	later mail cut off times	9/2/2015 9:57 AM
12	other than ability to mail documents electronically	9/2/2015 9:56 AM
13	Ability to add telework days to the work week	9/1/2015 9:15 PM
14	the ability to send out document while teleworking	9/1/2015 9:12 PM
15	not sure yet	9/1/2015 6:26 PM
16	Additional flexibility without impacting coworkers.	9/1/2015 1:05 PM
17	Nothing	9/1/2015 12:35 PM
18	It allows for more timely completion of correspondence rather than carrying it over to the next day.	9/1/2015 11:56 AM
19	The ability to send urgent letters when a co-worker isn't available to print and mail them for me.	9/1/2015 11:30 AM
20	Not having to wait until you get back to the office to print your letters.	9/1/2015 11:24 AM
21	It should allow the CE to spend more time on claims adjudication and less time on clerical work.	9/1/2015 10:36 AM
22	don't know yet	9/1/2015 9:02 AM
23	One of the reasons I haven't teleworked is that I it seemed cumbersome and time consuming to be unable to finish a function (like printing a development letter) until one's return to the office	8/31/2015 7:42 PM
24	Another tool for telework	8/31/2015 7:07 PM
25	The concept is great- all the extra work we have to do is ridiculous	8/31/2015 6:48 PM
26	Not having to wait till the next day to mail out documents.	8/31/2015 6:45 PM
27	efficiency	8/31/2015 6:37 PM
28	unsure	8/31/2015 3:18 PM

Q9 How would you rate the DEEOIC Intranet Site training materials for Outgoing Correspondence Center use?

Answered: 30 Skipped: 8

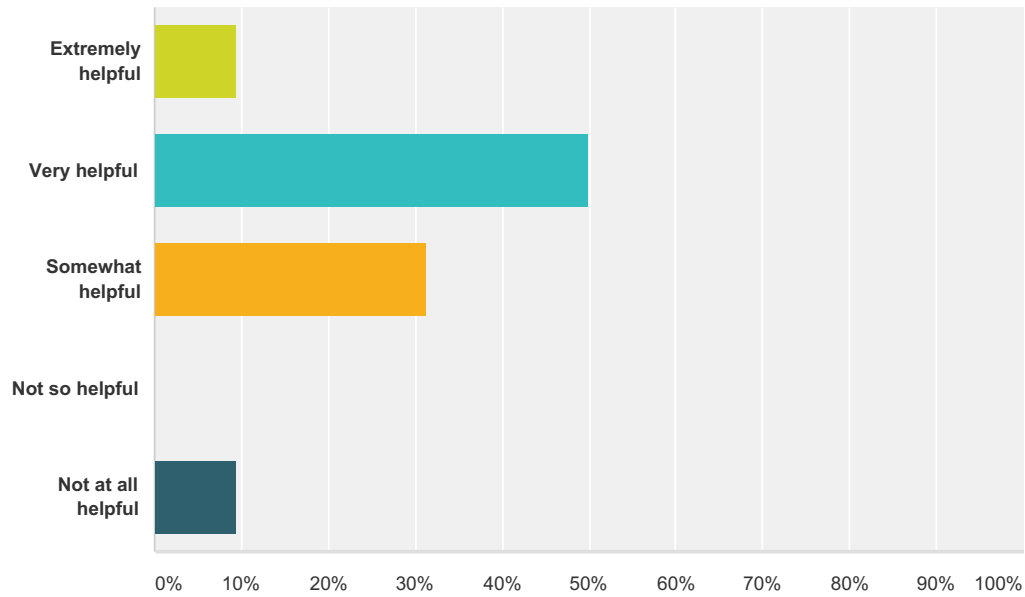


Answer Choices	Responses
Excellent	16.67% 5
Very good	43.33% 13
Fairly good	36.67% 11
Mildly good	3.33% 1
Not good at all	0.00% 0
Total	30

#	Other (please specify)	Date
1	n/a	9/3/2015 11:06 AM
2	It could use some updating and some gramatical enhancements	9/2/2015 3:59 PM
3	Have not seen them yet	9/1/2015 9:15 PM
4	I didn't look at the training materials	9/1/2015 12:35 PM
5	can't say	9/1/2015 9:02 AM
6	I did not go on site	8/31/2015 7:42 PM
7	unsure	8/31/2015 6:37 PM

Q10 How helpful was the content of the Outgoing Correspondence Center FAQ Sheet?

Answered: 32 Skipped: 6



Answer Choices	Responses
Extremely helpful	9.38% 3
Very helpful	50.00% 16
Somewhat helpful	31.25% 10
Not so helpful	0.00% 0
Not at all helpful	9.38% 3
Total	32

#	Other (please specify)	Date
1	Have not read it yet	9/1/2015 9:15 PM
2	Really, really long	9/1/2015 6:26 PM
3	A confusing mess	9/1/2015 12:35 PM
4	ay too much duplication of questions and answers. Wasted time I don't have reading them.	9/1/2015 11:30 AM
5	It's clear as mud	8/31/2015 6:48 PM
6	unsure	8/31/2015 6:37 PM