

2010 Mail Education Forum Survey Results

Please note below the customer satisfaction feedback survey results from our 2010 Annual Education Forum. These survey results help us to better understand your training and development needs so we can improve our programs to meet your expected outcomes.

Results:

- **70%** of respondents favor continuing a meeting once a year
- **56%** of respondents said the forum overwhelmingly met their needs
- **73%** would be willing to pay if there was a conference fee
- **91%** indicated there was clear guidelines presented at the forum
- **48%** of respondents indicated the keynote speaker clearly increased their knowledge of the subject matter
- The three sessions presented were all above average
 - A. **50%** indicated session one "Go Green Panel" was excellent
 - B. **46%** indicated session two "Federal Strategic Sourcing Initiative Domestic Delivery Service Program" was above average
 - C. **48%** indicated session three "Mail Management 2020" was above average

Other findings include:

The overall comments were positive to include a few:

1. Overall I think the seminar was real informal on what FedEx/ UPS/ DHL, AND USPS are doing in the going green process, and what we could do to help them.
2. Excellent seminar, don't change a thing
3. Information is Power! This should be an ongoing thing. Great for old and new managers, supervisors and employees.
4. The mail education forum was well organized and managed by the GSA OGP Office.

Conclusion:

The results of the 2010 customer satisfaction survey continued to show an increase in positive responses from last year. By providing us with your feedback it is now incumbent upon those of us in the GSA Mail Policy Program to respond, and in collaboration with our Federal Mail community, we will improve the program and delivery for all our customers. These improvements will be planned for future implementation at our 2011 MEF.

Thank you again for your participation in the survey! We appreciate your continued commitment to the Mail Education Forum.

Best regards,

Derrick Miliner

GSA Mail Policy Program Manager