



NATIONAL ASSOCIATION OF POSTAL SUPERVISORS

National Headquarters
1727 KING STREET, SUITE 400
ALEXANDRIA, VA 22314-2753
(703) 836-9660

October 17, 2023

Board Memo 126-2023: NAPS Response to the USPS Onboarding (Stay) and Exit Survey Questions

Executive Board,

NAPS HQ received revisions to the USPS Onboarding (Stay) and Exit Surveys. Attached are those revisions as well as NAPS responses to those revisions.

Please share this information with your membership.

Thank you, and be safe.

NAPS Headquarters

LABOR RELATIONS



RECEIVED
OCT 06 2023

September 27, 2023

Mr. Ivan Butts
President
National Association of Postal Supervisors
1727 King Street, Suite 400
Alexandria, VA 22314-2753

Certified Mail Number
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Dear Ivan:

As a matter of general interest, the Postal Service has revised the content and distribution of the Onboarding (Stay) and Exit Surveys. The changes will include expanding the survey recipients as well as changes to the questions.

The Onboarding (Stay) and Exit Surveys are currently distributed to non-career bargaining unit employees. We will be expanding the survey to include career bargaining unit employees. The survey will be emailed to current and former bargaining unit employees via their personal email address after standard business hours. The messaging will request that recipients voluntarily complete the surveys off-the-clock.

Additionally, questions have been added to the Exit Survey, to gather feedback on how the Postal Service could improve the recruitment, hiring, inclusion, retention, and advancement of individuals with disabilities, in compliance with Equal Employment Opportunity (EEO) requirements.

Please find enclosed, the Onboarding (Stay) and Exit surveys with the changes identified.

Please contact Tomica Duplessis at extension 3073 if you have questions concerning this matter.

Sincerely,

A handwritten signature in black ink, appearing to read "Bruce A. Nicholson".

For
Bruce A. Nicholson
Director
Labor Relations Policies and Programs

Enclosures

ATTACHMENT: ONBOARDING AND EXIT SURVEY QUESTIONS

Onboarding Survey Questions

Category	#	Item	Rating Scale
Onboarding, Training & Materials	1	Someone welcomed me on my first day of work at my unit.	Strongly Agree/ Strongly Disagree
Onboarding, Training & Materials	2	I have received enough training to do my job.	Strongly Agree/ Strongly Disagree
Onboarding, Training & Materials	3	I have access to the supplies, equipment, and resources I need to do my job.	Strongly Agree/ Strongly Disagree
Job Satisfaction	4	The job is what I expected it to be.	Strongly Agree/ Strongly Disagree
Job Satisfaction	5	I generally look forward to going to work.	Strongly Agree/ Strongly Disagree
Job Satisfaction	6	I am recognized for the work I do.	Strongly Agree/ Strongly Disagree
Job Satisfaction	7	The work I do makes a difference.	Strongly Agree/ Strongly Disagree
Schedule	8	I am being asked to work more hours than I would like.	Strongly Agree/ Strongly Disagree
Schedule	9	I am not being offered as many work hours as I would like.	Strongly Agree/ Strongly Disagree
Schedule	10	I can take time off when I want or need to.	Strongly Agree/ Strongly Disagree
Advancement Opportunities	11	I am aware of opportunities for advancement at USPS.	Strongly Agree/ Strongly Disagree
Work Environment	12	My work environment is positive.	Strongly Agree/ Strongly Disagree
Work Environment	13	My coworkers are supportive.	Strongly Agree/ Strongly Disagree
Supervisor/ Manager	14	My supervisor/manager treats me with dignity and respect.	Strongly Agree/ Strongly Disagree
Supervisor/ Manager	15	My supervisor/manager communicates effectively.	Strongly Agree/ Strongly Disagree
Supervisor/ Manager	16	My supervisor/manager supports my development.	Strongly Agree/ Strongly Disagree
Job Satisfaction	17	In the past two weeks, I have considered leaving USPS.	Strongly Agree/ Strongly Disagree
Supervisor/ Manager	18	My immediate supervisor has recently spent one-on-one time with me to discuss my workplace needs.	Strongly Agree/ Strongly Disagree
Work Conditions	19	The work is more physically demanded than I expected.	Strongly Agree/ Strongly Disagree
Schedule	20	I am being asked to work more hours than I expected.	Strongly Agree/ Strongly Disagree
Schedule	21	I am being offered fewer work hours than I expected.	Strongly Agree/ Strongly Disagree

ATTACHMENT: ONBOARDING AND EXIT SURVEY QUESTIONS

Exit Survey Questions

Category	#	Item	Rating Scale
Onboarding, Training & Materials	1	Someone welcomed me on my first day of work at my unit.	Strongly Agree/ Strongly Disagree
Onboarding, Training & Materials	2	I received enough training to do my job.	Strongly Agree/ Strongly Disagree
Onboarding, Training & Materials	3	I had access to the supplies, equipment, and resources I needed to do my job.	Strongly Agree/ Strongly Disagree
Job Satisfaction	4	The job was what I expected it to be.	Strongly Agree/ Strongly Disagree
Job Satisfaction	5	I generally looked forward to going to work.	Strongly Agree/ Strongly Disagree
Job Satisfaction	6	I was recognized for the work I do.	Strongly Agree/ Strongly Disagree
Job Satisfaction	7	The work I did made a difference.	Strongly Agree/ Strongly Disagree
Schedule	8	I was asked to work more hours than I would have liked.	Strongly Agree/ Strongly Disagree
Schedule	9	I was not being offered as many work hours as I would have liked.	Strongly Agree/ Strongly Disagree
Schedule	10	I was able to take time off when I wanted or needed to.	Strongly Agree/ Strongly Disagree
Advancement Opportunities	11	I was aware of opportunities for advancement at USPS.	Strongly Agree/ Strongly Disagree
Work Environment	12	My work environment was positive.	Strongly Agree/ Strongly Disagree
Work Environment	13	My coworkers were supportive.	Strongly Agree/ Strongly Disagree
Supervisor/ Manager	14	My supervisor/manager treated me with dignity and respect.	Strongly Agree/ Strongly Disagree
Supervisor/ Manager	15	My supervisor/manager communicated effectively.	Strongly Agree/ Strongly Disagree
Supervisor/ Manager	16	My supervisor/manager supported my development.	Strongly Agree/ Strongly Disagree
Schedule	17	I left USPS because there was not enough flexibility with my work schedule.	Strongly Agree/ Strongly Disagree
Schedule	18	I left USPS because I wanted a better work-life balance.	Strongly Agree/ Strongly Disagree
Advancement Opportunities	19	I left USPS because I wanted more opportunities for growth/advancement.	Strongly Agree/ Strongly Disagree
Pay & Benefits	20	I left USPS because I wanted better pay and/or benefits.	Strongly Agree/ Strongly Disagree
Supervisor/ Manager	21	I left USPS because I did not like my supervisor/manager.	Strongly Agree/ Strongly Disagree
Job Satisfaction	22	I would consider working at USPS again in the future.	Strongly Agree/ Strongly Disagree
Supervisor/ Manager	23	My immediate supervisor spent one-on-one time with me to discuss my workplace needs.	Strongly Agree/ Strongly Disagree
Work Conditions	24	The work was more physically demanding than I expected.	Strongly Agree/ Strongly Disagree

ATTACHMENT: ONBOARDING AND EXIT SURVEY QUESTIONS

Exit Survey Questions

Category	#	Item	Rating Scale
Schedule	25	I was asked to work more hours than I expected.	Strongly Agree/ Strongly Disagree
Schedule	26	I was offered fewer work hours than I expected.	Strongly Agree/ Strongly Disagree
Work Environment	27	I left USPS because I did not like the work environment.	Strongly Agree/ Strongly Disagree
Work Conditions	28	I left USPS because the work was too physically demanding.	Strongly Agree/ Strongly Disagree
Pay & Benefits	29	I left USPS to take a job with better pay and/or benefits.	Strongly Agree/ Strongly Disagree
Schedule	30	I left USPS to take a job with better work hours.	Strongly Agree/ Strongly Disagree
Advancement Opportunities	31	I left USPS to take a job that is more in line with my career goals.	Strongly Agree/ Strongly Disagree

New Exit Survey Questions

Category	#	Item	Rating Scale
EEO Disability	32	Rate your satisfaction with the Postal Service's efforts in recruitment and hiring of individuals with disabilities.	Extremely Satisfied/ Extremely Dissatisfied
EEO Disability	32a	<i>If satisfied/extremely satisfied:</i> What is the Postal Service doing well in the recruitment and hiring of individuals with disabilities?	Open Text
EEO Disability	32b	<i>If neutral/dissatisfied/extremely dissatisfied:</i> What suggestions do you have for how the Postal Service could improve the recruitment and hiring of individuals with disabilities?	Open Text
EEO Disability	33	Rate your satisfaction with the Postal Service's efforts in inclusion and retention of individuals with disabilities.	Extremely Satisfied/ Extremely Dissatisfied
EEO Disability	33a	<i>If satisfied/extremely satisfied:</i> What is the Postal Service doing well in the inclusion and retention of individuals with disabilities?	Open Text
EEO Disability	33b	<i>If neutral/dissatisfied/extremely dissatisfied:</i> What suggestions do you have for how the Postal Service could improve the inclusion and retention of individuals with disabilities?	Open Text
EEO Disability	34	Rate your satisfaction with the Postal Service's efforts in development and advancement of individuals with disabilities.	Extremely Satisfied/ Extremely Dissatisfied
EEO Disability	34a	<i>If satisfied/extremely satisfied:</i> What is the Postal Service doing well in the development and advancement of individuals with disabilities?	Open Text
EEO Disability	34b	<i>If neutral/dissatisfied/extremely dissatisfied:</i> What suggestions do you have for how the Postal Service could improve the development and advancement of individuals with disabilities?	Open Text



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*Office of
National President*

October 17, 2023

Mr. Bruce Nicholson
Manager, Labor Relations Policy Administration
United States Postal Service
475 L'Enfant Plaza, SW
Washington, DC. 20260

Re: NAPS Responses to USPS Onboarding and Exit Survey Questions

Dear Bruce,

NAPS is responding to your email notification of the revision to the USPS Onboarding (Stay) and Exit Surveys, that was received on 10/06/2023.

NAPS objects to this proposed 21 question onboarding and 40 question exit survey questions. NAPS finds the USPS exit survey questions biased and disrespectful to the Leaders who are responsible for the delivery of America's mail day in and day out. However, we will first address our objection to this supposed onboarding survey questions.

ONBOARDING SURVEY QUESTIONS

- Q1. For the past 3 years, NAPS has requested that the USPS stop allowing new employees to go through a process that does not put them in direct contact with the "boots on ground" Leadership that they will ultimately be working for to ensure that they receive the correct information of the work that is expected. It is the failure of USPS leadership that has these new employees arriving at their work units 100% misinformed of the job and the work that will be required of them. Some of these employees are being so misinformed that their first day becomes their last day, due to their inability to do the work that is required to Deliver For America.
- Q2. New employees (and Managers in some cases) are so disengaged with the work that is needed prior to arrival at their work stations, that the training that they are received becomes irrelevant to the actual work that is required of them.
- Q4. The job will never be what is expected if new employees have USPS leadership who know little to nothing about the work to be done, explaining it.
- Q5. The job to Deliver For America is not one of leisure and grandeur. If USPS leadership want the employee work experience to be such a delight that new employees "look forward to going to work", then USPS leadership needs to abandon all expectations for performance, because meeting performance may sometimes require strong boots on ground Leaders to Deliver For America.

- Q6. Recognition is a top-down process. If the only recognition received by boots on ground Leadership is by way of discussions on negative performance indicators (based mainly on pie in the sky desires), and mandatory off hours zoom meetings, there is very little to pass down that will be positive in recognition.
- Q8. Refer to Q1 response. Leaders with little to no knowledge of the work to be performed are misguiding new employees on what is required of them.
- Q10. We have EAS doing the work that these new employees are expected to do on a daily basis. These hours are being grossly under reported by EAS in the radar system for various reasons, one being verbal directives not to report the hours. The failed on boarding process of USPS leadership, does not facilitate the ability for boots on ground Leadership to freely allow employees off from Deliver For America.
- Q11. USPS leadership has allowed unions to bargain out management rights under Art 1.6 and in violation of ELM 721.4 in restricting the use of the 204-B positions that provide boots on ground Leadership with opportunities for Training and Development.
- Q12. Refer to Q6 response.
- Q14. This question is driven by the new employee's job expectation. Refer to Q1 response. If new employees received false job expectations from USPS leaders with little to no knowledge of the work to be performed, the false presumption of a lack of dignity and respect can be presumed by these new employees. While the more accurate statement would be that they were not properly prepared to Deliver For America.
- Q16. Refer to Q11 response.
- Q19. Refer to Q1 response.
- Q20. Refer to Q1 response.

Even though most of the Onboarding and Exit survey questions are the same, NAPS notes its objections to the Exit survey questions below.

EXIT SURVEY QUESTIONS

- Q1. For the past 3 years, NAPS has requested that the USPS stop allowing new employees to go through a process that does not put them in direct contact with the 'boots on ground' Leadership that they will ultimately be working for to ensure that they receive the correct information of the work that is expected. It is the failure of USPS leadership that has these new employees arriving at their work units 100% misinformed of the job and the work that will be required of them. Some of these employees are being so misinformed that their first day becomes their last day, due to their inability to do the work that is required to Deliver For America.
- Q2. New employees (and Managers in some cases) are so disengaged with the work that is needed prior to arrival at their work stations, that the training that they are received becomes irrelevant to the actual work that is required of them.
- Q4. The job will never be what is expected if new employees have USPS leadership who know little to nothing about the work to be done, explaining it.
- Q5. The job to Deliver For America is not one of leisure and grandeur. If USPS leadership want the employee work experience to be such a delight that new employees "look forward to going to work", then USPS leadership needs to abandon all expectations for performance, because meeting performance may sometimes require strong boots on ground Leaders to Deliver For America.

- Q6. Recognition is a top-down process. If the only recognition received by boots on ground Leadership is by way of discussions on negative performance indicators (based mainly on pie in the sky desires), and mandatory off hours zoom meetings, there is very little to pass down that will be positive in recognition.
- Q8. Refer to Q1 response. Leaders with little to no knowledge of the work to be performed are misguiding new employees on what is required of them.
- Q10. We have EAS doing the work that these new employees are expected to do on a daily basis. These hours are being grossly under reported by EAS in the radar system for various reasons, one being verbal directives not to report the hours. The failed on boarding process of USPS leadership, does not facilitate the ability for boots on ground Leadership to freely allow employees off from Deliver For America.
- Q11. USPS leadership has allowed unions to bargain out management rights under Art 1.6 and in violation of ELM 721.4 in restricting the use of the 204-B positions that provide boots on ground Leadership with opportunities for Training and Development.
- Q12. Refer to Q6 response.
- Q14. This question is driven by the new employee's job expectation. Refer to Q1 response. If new employees received false job expectations from USPS leaders with little to no knowledge of the work to be performed, the false presumption of a lack of dignity and respect can be presumed by these new employees. While the more accurate statement would be that they were not properly prepare to Deliver For America.
- Q16. Refer to Q11 response.
- Q17. Refer to Q1 response.
- Q18. Refer to Q1 response.
- Q19. Refer to Q11 response.
- Q21. Refer to Q1 response.
- Q25. Refer to Q1 response.
- Q27. Refer to Q1 response.
- Q28. Refer to Q1 response.

The remaining exit survey questions pertaining to EEO disability are objected by NAPS based on the fact that EEOC issues are confidential and should not be a part of an exit survey.

Also, if new employees have issues that might fall under the ADA designations which are not discovered until the day the new employee walks into the office, this points to another failure of the on boarding process by not identifying the need for a possible DRAC in accordance with the EL-307.

In addition, not all of the work that new employees are required to perform Delivery For America, can be accomplished by a new employee protected under the ADA without some extensive and expensive modification. USPS leadership has not given boots on ground Leadership the tools of the authorization to make whatever accommodations needed for new employees protected under the ADA when they arrive at the work unit, which in most cases is also the first time the new employee is meeting with the Leadership (boots on ground) that is responsible to Deliver For America.

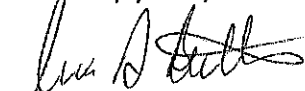
NAPS finds that this survey is looking to drive a negative commentary on the boots on ground Leadership that is making Delivery For America a reality, while the true failure in the process continues to be at the feet of USPS leadership

that fail to recognize its failed onboarding process.

This survey employs the same tactic used by PMG Donahoe, while seeking to get America's approval for the end of Saturday deliver by weighing it against higher postage rate.

NAPS suggestion is for the total abandonment of this survey. NAPS is also willing work with USPS leadership, however the issues and solutions raised by NAPS over 3 years ago on this subject still apply.

Sincerely yours,



Ivan D. Butts
National President