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LABOR RELATIONS



October 12, 2021

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

Fax

Dear Mr. Butts:

As a matter of general interest, the Postal Service intends to revise the *Exit* and *Stay Surveys* questions for non-career employees. The main purpose for rewording, revising, and redrafting the survey questions is to elicit detailed feedback from non-career employees about their Postal Service experience.

The newly revised surveys will be test piloted in the following locations:

AL-MS District	California-2 District
Florida-1 District	South Carolina District
ME-NH-VT District	Florida-3 District
ID-MT-OR District	Tennessee District

P&DC Facilities in the Gulf Atlantic Division

During the pilot, the surveys will be sent to current and former non-career employees via email. *Exit Surveys* will be sent to former non-career employees who voluntarily separate. *Stay Surveys* will be sent to current non-career employees at two-week intervals after their enter-on-duty date and continuing through the first six months of their employment.

The surveys are voluntary and are to be completed off-the clock, which is consistent with the current process for completing the surveys. The newly revised surveys will be tested in the above pilot sites beginning in October 2021.

We have enclosed a copy of the current and the revised *Exit* and *Stay Survey* questions.

If you have any questions concerning this matter, please contact Bruce Nicholson at extension 7773.

Sincerely,

A handwritten signature in blue ink, appearing to read "David E. Mills", with a stylized flourish at the end.

David E. Mills
Director
Labor Relations Policies and Programs

Enclosures

475 L'ENFANT PLAZA SW
WASHINGTON DC 20260-4101
WWW.USPS.COM

New Exit Survey Questions

Category	#	Item	Rating Scale
Onboarding, Training & Materials	1	Someone welcomed me on my first day of work at my unit.	Yes / No / Not Sure
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
Work Environment	23	Can you offer any comments that will help us understand why you are leaving or how we can create a better workplace?	Open Text Box

Exit Survey Questions

Category	#	Item	Response Options / Rating Scale
General	1	Select your top reason for leaving	Lack of schedule flexibility Physical demands Didn't like supervisor Too many hours Not enough hours Wasn't trained Lack of advancement opportunities Job security Pay No response Lack of benefits Didn't like co-workers
General	2	Would you consider working for USPS again	Yes/No/No Response
Training	3	Did you receive any training	Yes/No/No Response
Training	4	What training did you receive (Select all that apply)	New Employee Orientation Driver Training - In vehicle Carrier Academy Driver Training - In classroom 3-Day on the job training with OJI 5-Day Retail on the job training Window Training - In classroom
Training	5	The training I received prepared me	Strongly Agree/Agree/ Disagree/Strongly Disagree/ No Response
Training	6	Timeframe you received training	Within the first week Within 1 month No response Within 3 months Other
Training	7	What would you change about your training	More on the job training More educated instructors More safety training More classroom training More driver training
On-the-Job	8	What information or supplies were you missing	Better route info/maps More clarity about daily expectations Route supplies More clarity about policies and programs

Exit Survey Questions

Category	#	Item	Response Options / Rating Scale
On-the-Job	9	What about the workload did you not expect	Too much work assigned for allotted time Work schedules were misrepresented at orientation/interview No response It was too physically demanding It was too difficult (multiple tasks, policies, procedures)
On-the-Job	10	I had enough information and supplies to do my job well	Strongly Agree/Agree/ Disagree/Strongly Disagree/ No Response
On-the-Job	11	My supervisor communicated with me regularly to keep me informed	Strongly Agree/Agree/ Disagree/Strongly Disagree/ No Response
On-the-Job	12	My supervisor treated me with dignity and respect	Strongly Agree/Agree/ Disagree/Strongly Disagree/ No Response
On-the-Job	13	The workload I was given was what I expected it to be	Strongly Agree/Agree/ Disagree/Strongly Disagree/ No Response