



August 21, 2024

RECEIVED
AUG 27 2024

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

Dear Ivan:

This letter is to inform you that a focus group will be conducted in connection with the Applicant Tracking System (ATS), which is a technology solution that replaced eCareer for hiring all external Mail Handler Assistants (MHA) that launched nationally in April 2024.

The purpose of the focus group is to gain actionable and quantifiable feedback on the effectiveness of Change Management (CM) support materials during the launch of ATS. The intention is to show the actual CM material (e.g., kick-off email, training deck, job aid, etc.) and solicit feedback based off the questions (enclosed). This session will range from 60-90 minutes.

The focus groups will be conducted before the end of the fiscal year and will seek participation from

- Field HR (Manager's, Workforce Planning Specialist and Employee Development Specialist)
- HRSSC External Hiring and Accessions Team (Managers, Supervisors and Personnel Processing Specialists and OHNAs)

Employee participation will be voluntary and sessions will be conducted on the clock.

Please contact Paulita Wimbush at extension 4042 if you have any questions concerning this matter.

Sincerely,

A handwritten signature in blue ink that reads "Paulita Wimbush".

FOR

Bruce A. Nicholson
Director
Labor Relations Policies and Programs

Enclosure

Phase 1a ATS Field HR Staff, HRSSC and OHNA Post Go-Live Focus Groups

Questions are listed chronologically by material, aiming to gain actionable and quantifiable feedback on the effectiveness of CM engagement and how to improve support activities for future releases. Each session will last approximately 30 minutes.

Field HR Managers and Staff:

Kickoff Email	<ul style="list-style-type: none"> • Do you agree, disagree, or are you neutral to the following statement: <ul style="list-style-type: none"> ○ This email was informative. It notified me of upcoming hiring process changes and prepared me for the ATS. <ul style="list-style-type: none"> ▪ Tell me more. Why did you say agree, disagree, or neutral? • What questions did you have after seeing this email? • What other information would have been helpful to know?
Field HR Manager & Staff Briefing	<ul style="list-style-type: none"> • Do you agree, disagree, or are you neutral to the following statement: <ul style="list-style-type: none"> ○ This briefing helped me understand MHA hiring process changes and the candidate experience. <ul style="list-style-type: none"> ▪ Tell me more. Why did you say agree, disagree, or neutral? • What questions did you have after attending this briefing? • What other information would have been helpful to know?
Training Email, Training, and Training Resource Email	<p><u>Training:</u></p> <ul style="list-style-type: none"> • Do you agree, disagree, or are you neutral to the following statement: <ul style="list-style-type: none"> ○ I left this training feeling confident and prepared to conduct new hiring activities for MHAs. <ul style="list-style-type: none"> ▪ Tell me more. Why did you say agree, disagree, or neutral? • What questions did you have after attending this training? • What other information would have been helpful to know? • In future releases, would you prefer to have a separate briefing and training session, or would it be beneficial to combine these into a single meeting? If so, why? <p><u>Training Resource Email:</u></p> <p>Do you agree, disagree, or are you neutral to the following statement:</p> <ul style="list-style-type: none"> ○ This email helped me understand what ATS resources were available to me and where to access those resources. <ul style="list-style-type: none"> ▪ Tell me more. Why did you say agree, disagree, or neutral? • What questions did you have after reading this email? • What other information would have been helpful to know? • As we rollout the ATS to support hiring other occ-codes, what additional support or training would be helpful for you in your role?

Job Aid & FAQs	<p><u>Job Aid:</u></p> <ul style="list-style-type: none"> • Do you agree, disagree, or are you neutral to the following statement: <ul style="list-style-type: none"> ○ This Job Aid made it easy to understand the candidate experience. <ul style="list-style-type: none"> ▪ Tell me more. Why did you say agree, disagree, or neutral? • What questions did you have after reviewing this Job Aid? • What other information would have been helpful to know? <p><u>FAQs:</u></p> <ul style="list-style-type: none"> • Do you agree, disagree, or are you neutral to the following statement: <ul style="list-style-type: none"> ○ These FAQs helped me answer questions about changes to my role/responsibilities, MHA hiring process changes, and the ATS. <ul style="list-style-type: none"> ▪ Tell me more. Why did you say agree, disagree, or neutral? • What questions did you have after reading these FAQs? • What other information would have been helpful to know?
Go-Live Reminder	<ul style="list-style-type: none"> • Do you agree, disagree, or are you neutral to the following statement: <ul style="list-style-type: none"> ○ The ATS go-live email was a helpful and timely reminder when the Postal Service introduced MHA hiring process changes. <ul style="list-style-type: none"> ▪ Tell me more. Why did you say agree, disagree, or neutral? • What questions did you have after reading this email? • What information could have been added to this email to help when the ATS was released? • Considering the pace of the ATS rollout, do you feel that you had time to learn and understand the new hiring process changes for MHAs? Why or why not?

HRSSC & OHNA:

HRSSC & OHNA Briefing	<ul style="list-style-type: none"> • Do you agree, disagree, or are you neutral to the following statement: <ul style="list-style-type: none"> ○ This briefing helped me understand MHA hiring process changes. <ul style="list-style-type: none"> ▪ Tell me more. Why did you say agree, disagree, or neutral? • What questions did you have after attending this briefing? • What other information would have been helpful to know?
Training	<ul style="list-style-type: none"> • Do you agree, disagree, or are you neutral to the following statement: <ul style="list-style-type: none"> ○ I left this training feeling confident and prepared to conduct new hiring activities for MHAs. <ul style="list-style-type: none"> ▪ Tell me more. Why did you say agree, disagree, or neutral? • What questions did you have after attending this training?

	<ul style="list-style-type: none"> • What other information would have been helpful to know? • In future releases, would you prefer to have a separate briefing and training session, or would it be beneficial to combine these into a single meeting? If so, why?
Job Aid & FAQs	<p><u>Job Aid:</u></p> <ul style="list-style-type: none"> • Do you agree, disagree, or are you neutral to the following statement: <ul style="list-style-type: none"> ○ This Job Aid made it easy to understand how to conduct my new hiring activities in the ATS. <ul style="list-style-type: none"> ▪ Tell me more. Why did you say agree, disagree, or neutral? • What questions did you have after reviewing this Job Aid? • What other information would have been helpful to know? <p><u>FAQs:</u></p> <ul style="list-style-type: none"> • Do you agree, disagree, or are you neutral to the following statement: <ul style="list-style-type: none"> ○ These FAQs helped me answer questions about changes to my role/responsibilities, MHA hiring process changes, and the ATS. <ul style="list-style-type: none"> ▪ Tell me more. Why did you say agree, disagree, or neutral? • What questions did you have after reading these FAQs? • What other information would have been helpful to know? • As we rollout the ATS to support hiring other occ-codes, what additional support or training would be helpful for your role?