Mail Services
THE UNIVERSITY OF TEXAS AT AUSTIN

Mail Processing Survey

Please take a moment to help us improve our services at Mail Special Services (MSS). After you complete this survey, please send it to Campus Mail Code E3500, Attn: Richard Beto.

1. How often do you use Mail Special Services?
- ☐ Daily
- ☐ A few times a week
- ☐ Monthly
- ☐ Rarely/never

2. What services do you typically utilize?
- ☐ Apply postage (all classes of mail)
- ☐ International mail services
- ☐ Bulk mail (200 or more pieces)
- ☐ Other (describe) _____

3. How would you rate the staff of Mail Special Services?
- ☐ Friendly and helpful
- ☐ Average
- ☐ Varies
- ☐ Poor service

4. How do you generally receive information about mail?
- ☐ Direct contact with Mail Processing staff
- ☐ Mail Processing Web site
- ☐ USPS Web site
- ☐ Other (describe) _____

5. Are you currently preparing your own mail (i.e.) stuffing envelopes, sticking labels, folding, etc.?
- ☐ Yes (skip to question 7)
- ☐ No (go to question 6)

6. Who is your current mail service provider?
- ☐ MSS Bulk Mail Center
- ☐ Local off-campus mail house
- ☐ Local off-campus printer
- ☐ Other (describe) _____

7. What services would you likely use if offered by Mail Special Services? Rate on a scale of 0-5 (5 being very likely and 0 not at all likely).

	0	1	2	3	4	5
Address list management	○	○	○	○	○	○
Addressing/bar-coding mail pieces	○	○	○	○	○	○
Inserting	○	○	○	○	○	○
Folding/Tabbing	○	○	○	○	○	○
Labeling	○	○	○	○	○	○

8. Please rate the following in order of importance when it comes to your mailings (4=most important, 1=least important).

	1	2	3	4
Turnaround time	○	○	○	○
Cost	○	○	○	○
Getting it to the right person	○	○	○	○
Presentation (how it looks when the piece arrives at its final destination)	○	○	○	○

9. We would like to know the following (5=very likely, 1=not at all likely):

	1	2	3	4	5
How likely are you to recommend our services to others?	○	○	○	○	○
How likely are you to use our services again?	○	○	○	○	○

Thank you for your participation!