



# 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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Addressing/bar-coding mail pieces	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Inserting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Folding/Tabbing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Labeling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cost	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Getting it to the right person	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Presentation (how it looks when the piece arrives at its final destination)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How likely are you to use our services again?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Thank you for your participation!**