

Thank you for your participation in the survey conducted by UIHC Mail and Central Mail Service. We appreciate your feedback and will make every attempt to respond to your inquiries and implement your suggestions for improvement. The UIHC Mail Room staff sorts approximately 16,000 pieces of mail daily for delivery to more than 140 different mail drops.

Please find the results of the survey below, replies to some of your inquiries and an update on the actions we are taking in response to your suggestions for improvement.

We encourage you to continue the dialogue as we pursue our commitment to improve our service when and where possible.

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Results of UIHC and Central Mail Customer Satisfaction Survey

QUESTIONS	TOTAL NUMBER OF RESPONSES	VERY SATISFIED	SOMEWHAT SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED
1) How satisfied are you with the sorting and distribution of UIHC campus and US mail?	72	30 41.7%	21 29.2%	6 8.3%	12 16.7%	3 4.2%
2) The frequency and times of mail delivery are adequate for our department.	72	22 30.6%	38 52.8%	8 11.1%	4 5.6%	0 0%
3) Accessibility to the UIHC Mail Room from 7:00 AM to 4:30 PM is adequate.	72	28 40%	28 40%	11 15.7%	2 2.9%	1 1.4%
4) If the quantity of University Campus mail delivered same / next day can be increased by moving the delivery to late afternoon or evening, my department would find that acceptable.	72	YES 25 35.7%	NO 14 20%	NOT SURE 31 44.3%		
5) How often does your department make use of Central Mail Services for departmental mailings?	72	DAILY 26 37.7%	WEEKLY 8 11.6%	MONTHLY 6 8.7%	LESS THAN ONCE A MONTH 11 15.9%	NEVER 18 26.1%
6) The billing process for processing all US mail, from posting to billing for first class and bulk mail is adequate.	72	YES 30 42.3%	NO 0 0%	NOT SURE 41 57.7%		
7) Mail drop boxes are available for staff and visitors on first floor in five locations. The number of locations for US postal drop boxes is adequate.	72	STRONGLY AGREE 12 16.7%	AGREE 40 55.6%	NEUTRAL 12 16.7%	DISAGREE 7 9.7%	STRONGLY DISAGREE 1 1.4%
8) How would you rate your satisfaction with the services provided by the UIHC Mail Room?	72	VERY SATISFIED 38 53.5%	SOMEWHAT SATISFIED 21 29.6%	NEITHER SATISFIED NOR DISSATISFIED 5 7%	SOMEWHAT DISSATISFIED 7 9.9%	VERY DISSATISFIED 0 0%

GENERAL COMMENTS and RESPONSES

Comment: There is a need for more mail drop boxes; a mail drop box is needed by elevator H.

Response: The need for more mail drop boxes was mentioned several times. Arrangements are being made to have mail boxes installed near the G bank of elevators.

Comment: Because of the flood the mail drop-off times (at the hospital) were moved up to 2 PM. Any chance this will go back to a later time?

Response: Due to the increase in the number of locations being served, as well as continuing to serve departments still displaced by the flood, Central Mail's last collection of the day from the UIHC Mail Room remains at 2:45 PM. Mail that must go out with this 2:45 PM pick up must be to the Mail Room by 2:30 PM, or earlier, depending upon the amount of preparation required. The deadline for the mail drop boxes must remain at 2 PM to accommodate sorting and preparation of the mail prior to the 2:45 PM pick up by Central Mail.

Comment: I would love to be able to mail out personal packages sometimes, and wish there was a way to do this. Is this too labor intensive? Is that the reason we are not able to do this?

Response: Personal packages weighing less than 13 ounces being mailed via the United States Postal Services (USPS) can be dropped off at the UIHC Mail Room. For security purposes the USPS requires that mail pieces weighing 13 ounces or more bearing postage stamps must be dropped off at a retail counter in a Post Office. Personal items may be brought to our window for weighing and advice on mailing; stamps are available for purchase at the Wild Rose Gift Shop. We have many postal items available for your personal and business use; custom forms, labels and USPS specialty envelopes among them.

Shipping and Receiving accepts personal packages for shipment via UPS and FedEx if the package is accompanied by a check made out to the carrier or a credit card number.

Comment: I would like Shipping and Receiving to be open until 5 PM for package delivery for UPS and Fed Ex.

Response: To accommodate Fed Ex and UPS's 3:30 PM pick up time, packages requiring same day service must be received by Shipping and Receiving prior to 3 PM. Packages that do not need to go out until the next business day can be brought to Shipping and Receiving until 5 PM.

Comment: It seems we often get other departments' mail. Sometimes we will get the same wrong item a couple of times.

Response: Receiving other departments' mail, some times repeatedly, was also mentioned several times. To minimize the potential of incorrectly delivered mail pieces being repeatedly returned to the same location the Mail Room staff is now separating obvious rejected mail pieces from the other mail pieces as the mail is picked up at each location. The addresses on the rejected mail pieces are then evaluated in greater detail to determine if an alternative "deliver to" location can be identified. If a location identifies the mail piece it is rejecting this will greatly reduce the potential the mail piece will be returned.

Comment: I would like to see mail distributed by looking at the whole address – not just the unit.

Response: Unfortunately there is not an adequate number of Mail Room staff to evaluate to this extent the addresses on the 16,000 pieces of mail received daily and still distribute these mail pieces on a timely basis. To maximize the potential that mail being sent to a specific individual is delivered to the correct location it is critical that UIHC staff routinely update on the Self Service website the name of the department and the building in which they are employed. This is the source of the “deliver to” address placed on all UI/UIHC generated correspondence.

Comment: The number of locations of US postal drop boxes is adequate; however, there is a sign that they only pick up once in PFP by elevator L. There needs to be a pick up later in the day as well.

Response: The current 2 PM pick up time is scheduled as late as possible and still allow time for transporting and preparing the mail for the 2:45 PM pick up by Central Mail.

Comment: I’m interested in knowing how Central Mail can do mail merges of UIHC patients and research subjects under HIPAA.

Response: UI Central Mail produces 800,000 pieces of bulk mail annually. All involve applying an address on the outer envelope or brochures or within the address on block of a letter during the mailing stage.

At no time do we release the raw data from the mailing list to any third party. Mail merge letters have the same security processes as any other piece of mail processed in the Central Mail and confidentiality is maintain throughout processing.