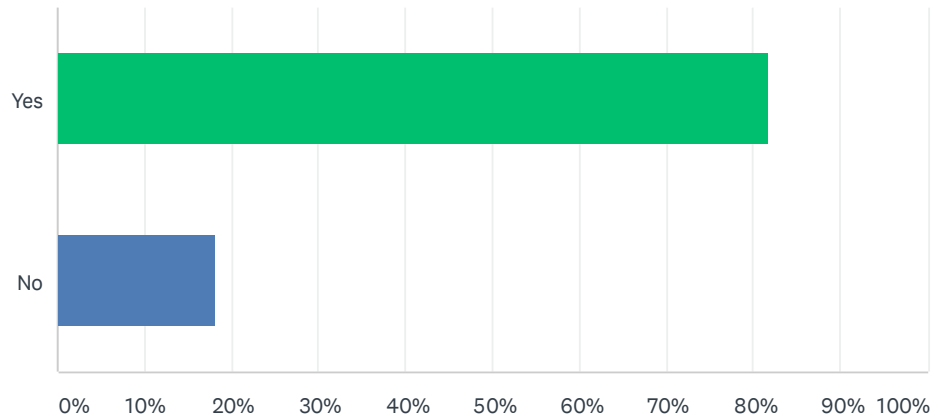


Q1 Should we hold a third listening session?

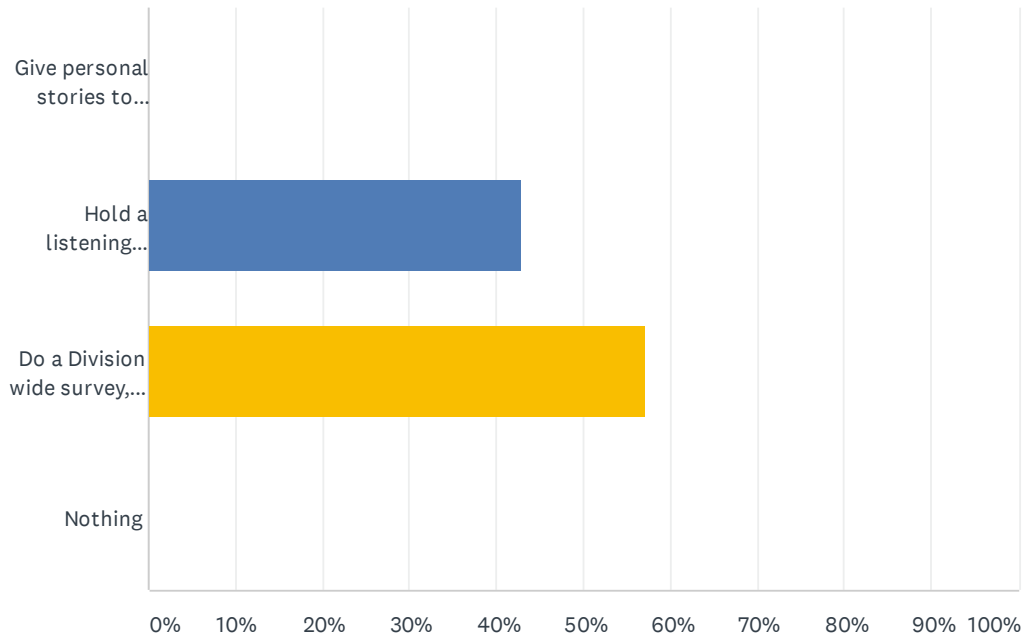
Answered: 44 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	81.82%	36
No	18.18%	8
TOTAL		44

Q2 If No, how should we proceed moving forward with management?

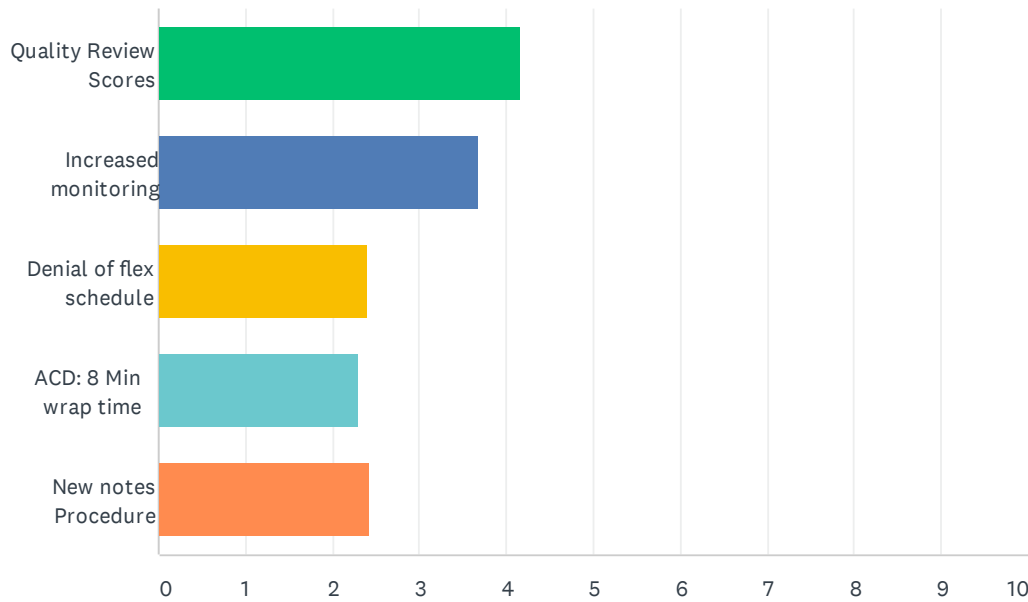
Answered: 7 Skipped: 38



ANSWER CHOICES	RESPONSES	
Give personal stories to management	0.00%	0
Hold a listening session and invite senior management	42.86%	3
Do a Division wide survey, release information to senior management	57.14%	4
Nothing	0.00%	0
TOTAL		7

Q3 Order these topics 1 to 5 (1 being most important 5 being least) according to importance to you.

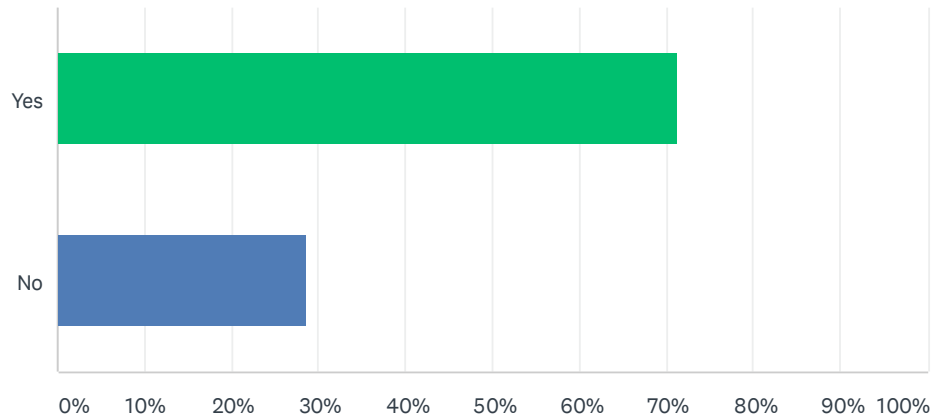
Answered: 42 Skipped: 3



	1	2	3	4	5	TOTAL	SCORE
Quality Review Scores	42.86% 18	38.10% 16	14.29% 6	2.38% 1	2.38% 1	42	4.17
Increased monitoring	35.71% 15	26.19% 11	14.29% 6	19.05% 8	4.76% 2	42	3.69
Denial of flex schedule	19.05% 8	9.52% 4	7.14% 3	21.43% 9	42.86% 18	42	2.40
ACD: 8 Min wrap time	2.38% 1	9.52% 4	30.95% 13	30.95% 13	26.19% 11	42	2.31
New notes Procedure	0.00% 0	16.67% 7	33.33% 14	26.19% 11	23.81% 10	42	2.43

Q4 Do you work on ACD?

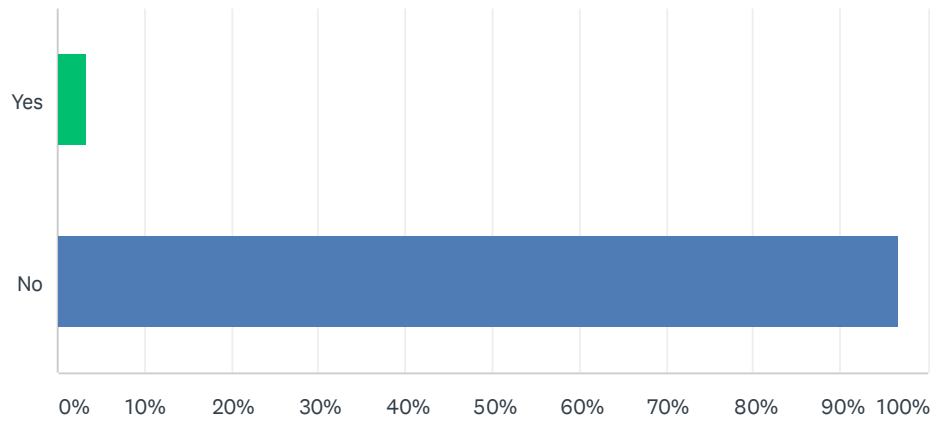
Answered: 42 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	71.43%	30
No	28.57%	12
TOTAL		42

Q5 If yes, does the 8 min wrap time (released on Oct 26) help you manage your time more effectively?

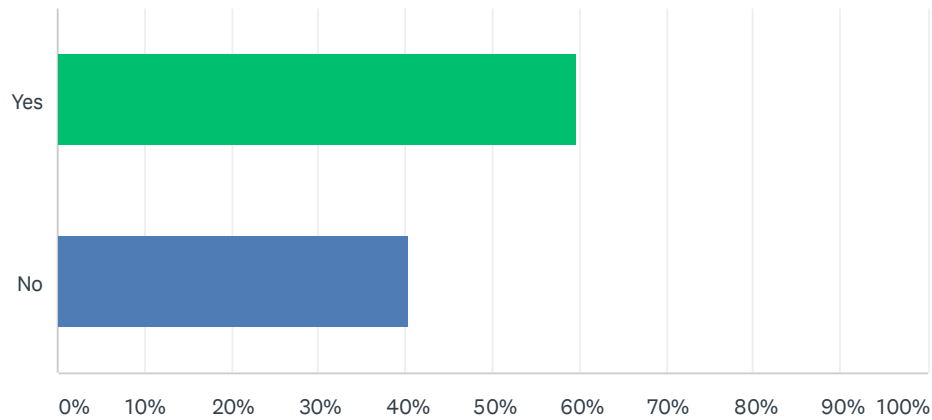
Answered: 30 Skipped: 15



ANSWER CHOICES	RESPONSES	
Yes	3.33%	1
No	96.67%	29
TOTAL		30

Q6 Have you received a 0 (zero) on a quality review score in the last 3 months?

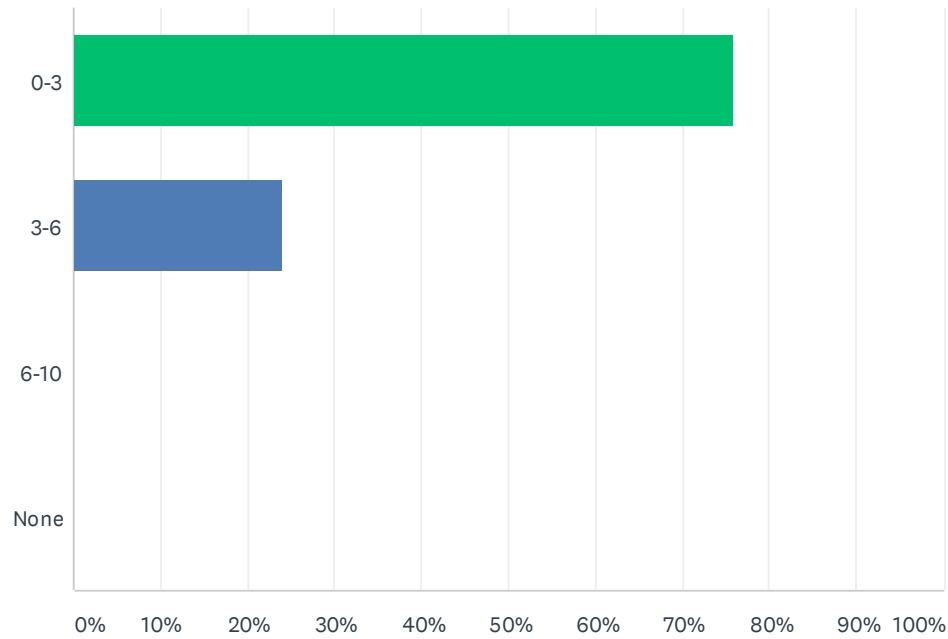
Answered: 42 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	59.52%	25
No	40.48%	17
TOTAL		42

Q7 If yes, how many zeroes have you received?

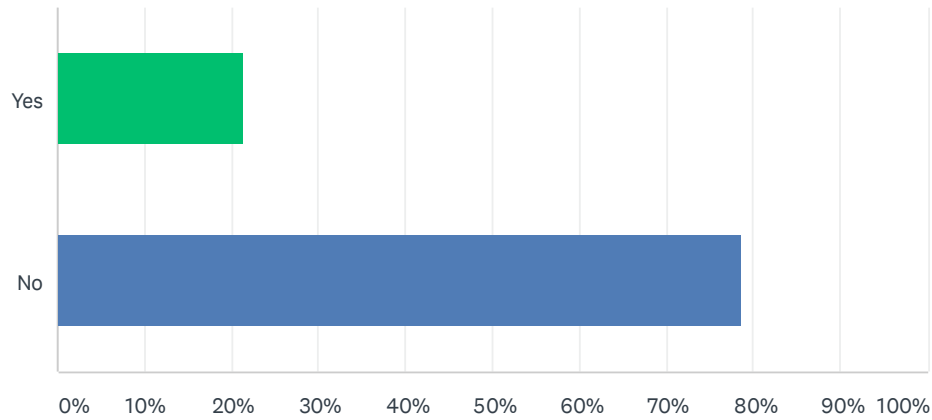
Answered: 25 Skipped: 20



ANSWER CHOICES	RESPONSES	
0-3	76.00%	19
3-6	24.00%	6
6-10	0.00%	0
None	0.00%	0
TOTAL		25

Q8 Have you successfully brought a quality dispute to your supervisor?

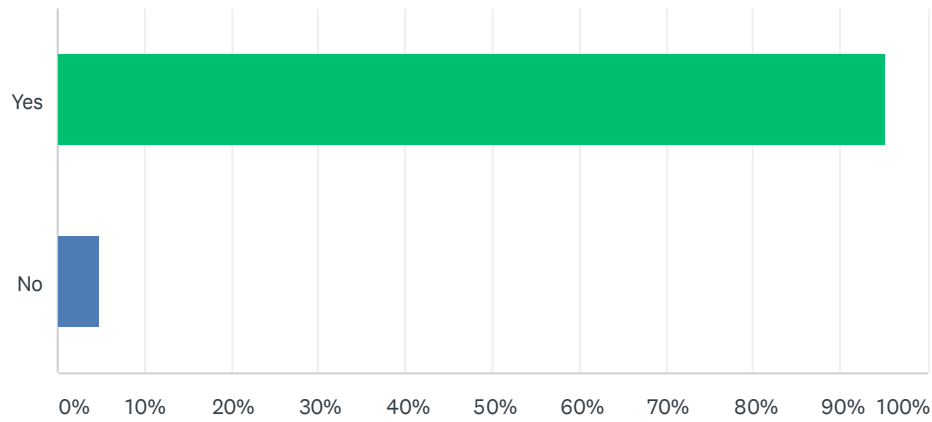
Answered: 42 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	21.43%	9
No	78.57%	33
TOTAL		42

Q9 Have you felt an increase in anxiety since the beginning of the COVID pandemic?

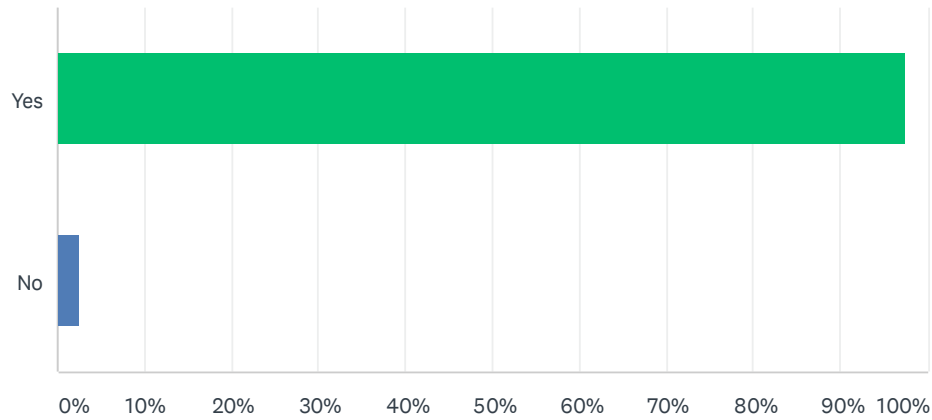
Answered: 42 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	95.24%	40
No	4.76%	2
TOTAL		42

Q10 If yes, is the anxiety work related?

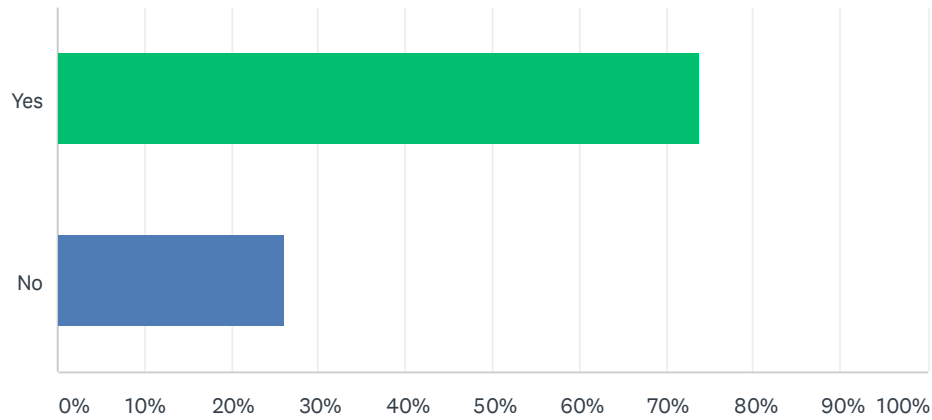
Answered: 40 Skipped: 5



ANSWER CHOICES	RESPONSES	
Yes	97.50%	39
No	2.50%	1
TOTAL		40

Q11 Did you feel an increase in work related issues prior to COVID?

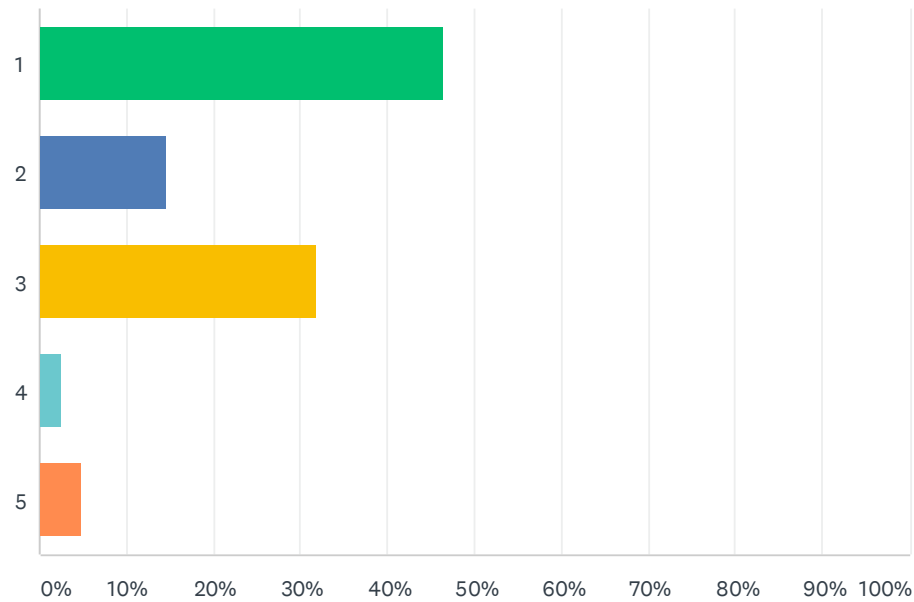
Answered: 42 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	73.81%	31
No	26.19%	11
TOTAL		42

Q12 On a scale of 1 to 5 (1 being not satisfied at all, 5 being very satisfied), how satisfied are you with current working conditions?

Answered: 41 Skipped: 4



ANSWER CHOICES	RESPONSES	
1	46.34%	19
2	14.63%	6
3	31.71%	13
4	2.44%	1
5	4.88%	2
TOTAL		41

Q13 Do you have any suggestions we could present to upper management to increase the morale in the Collection Division?

Answered: 34 Skipped: 11