



SURVEY REPORT OF PHASE 1 EXTERNAL PARTICIPANTS

Presented by: Organizational Transformation Team

September 3, 2009

Division of Recycling Integrated Information System



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BACKGROUND AND OBJECTIVES

This survey was conducted to serve as a benchmark of attitudes and opinions among the current DORIIS external participant¹ user population toward the use of DORIIS and perceived ease of usability and the effectiveness of communications and training.

Objectives

- Measure broad perceptions of satisfaction with regard to DORIIS Phase 1 functionality.
- Assess the relative effectiveness and timeliness of the overall DORIIS Phase 1 communications.
- Assess the relative effectiveness and timeliness of the various DORIIS Phase 1 training mechanisms.
- Measure broad perceptions of satisfaction with regard to the DORIIS Help Desk responsiveness and overall experience.
- Seek suggestions on how the Division of Recycling can improve on the DORIIS solution and delivery of information to the external participant population.

¹ External Participant is defined as any non-Division of Recycling user with an active DORIIS user account, such as a Processor, Recycler, Beverage Manufacturer or Distributor

METHODODOLOGY

- **AUDIENCE:** All external participants with current DORIIS username & password
- **METHOD:** Online survey sent to external participant email address (DORIIS username) on file as of July 20, 2009 using Survey Monkey to collect responses
- **SURVEY DATES:** August 5th, 2009 - August 18th, 2009
- **SURVEYS SENT:** n = 1168
- **SURVEYS COMPLETED:** n = 245 (21% response rate)
- **SAMPLING VALIDITY:** @ 95% Confidence Rate = 289 completed surveys
@ 90% Confidence Rate = 220 completed surveys

SCORING

- Answer choices in the survey were on either a 6-point, 4-point or 2-point scale
- Answer choices were converted to numerical values to extrapolate a mean score for the question as follows:

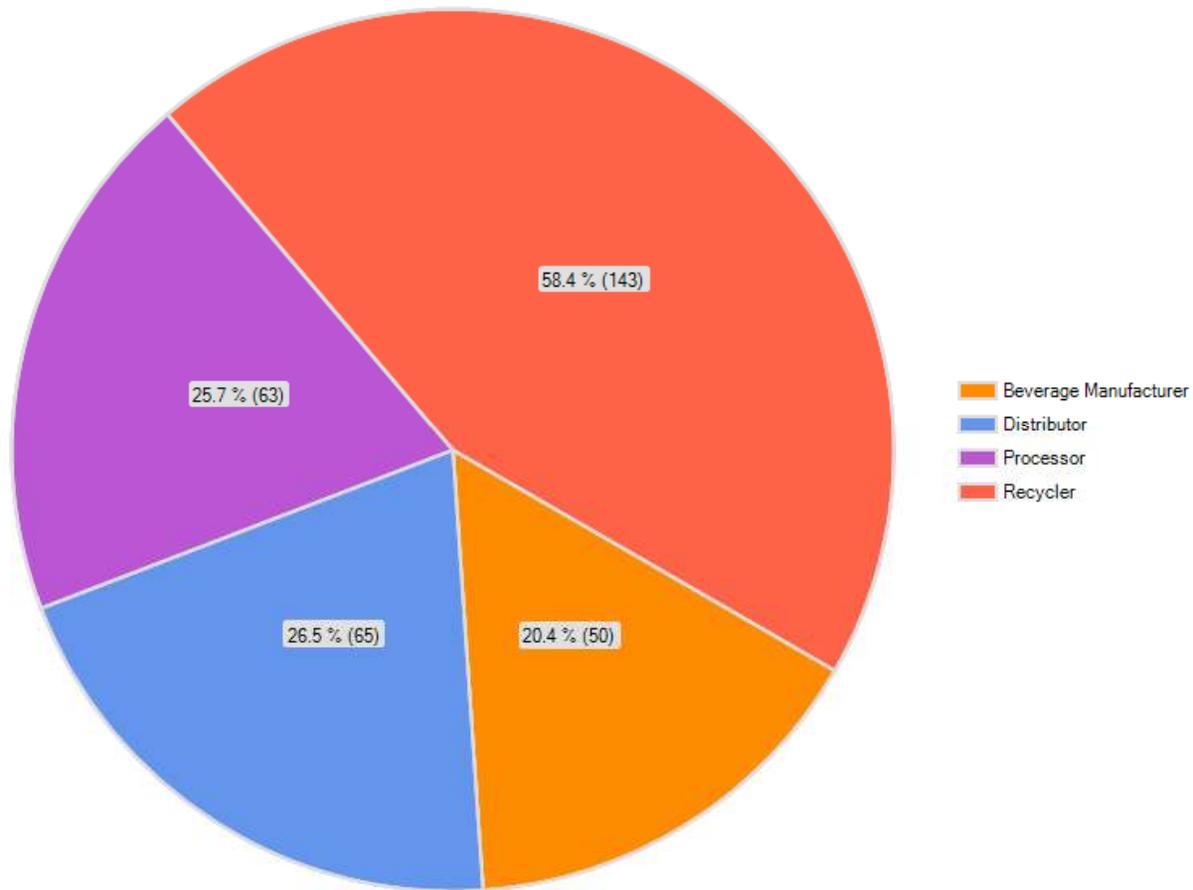
Mean Score Value						
	1	2	3	4	5	6
6-Point Answer Options	Strongly Disagree	Disagree	Slightly Disagree	Slightly Agree	Agree	Strongly Agree
4-Point Answer Options	Not Helpful	Moderately Helpful	Helpful	Very Helpful		
2-Point Answer Options	No	Yes				

- Finally, the mean score values were converted to a grading scale to assign a letter grade to draw comparisons between questions as follows:

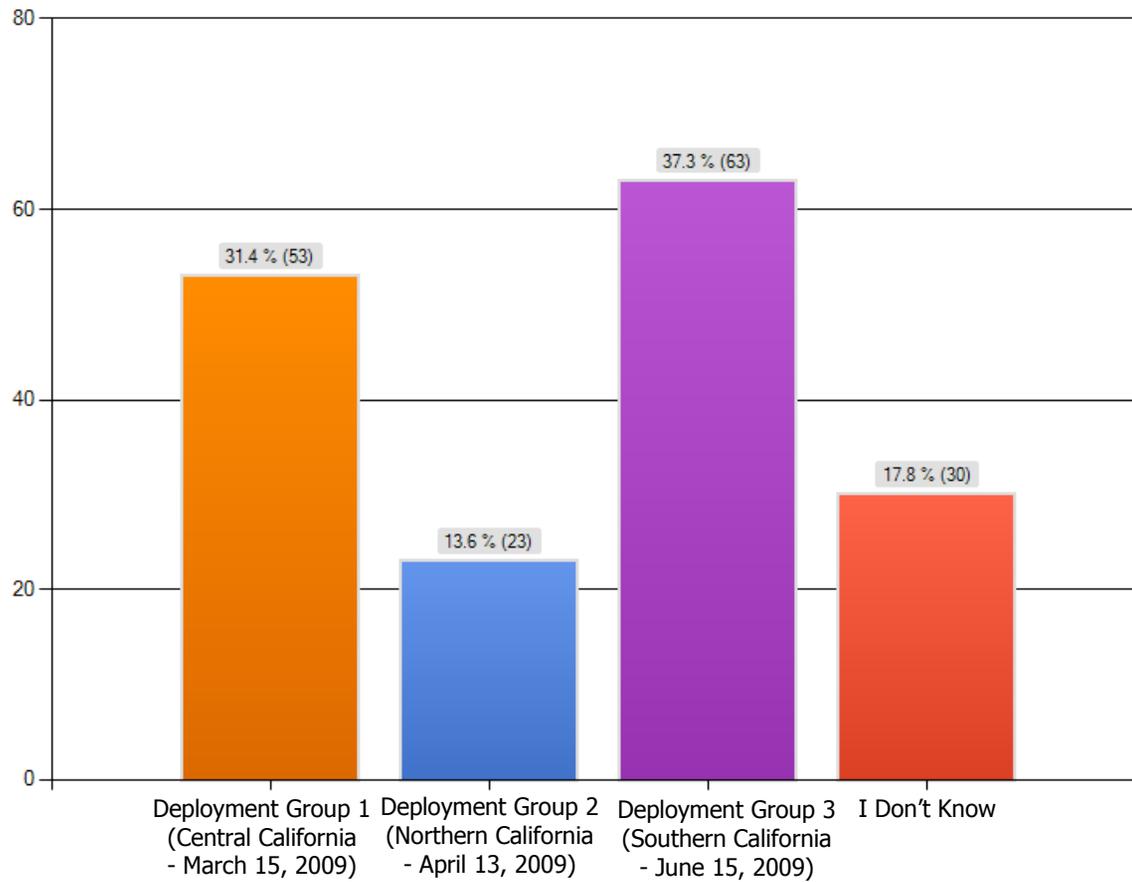
	6 Point Scale	4 Point Scale	2 Point Scale
Grade	0.38	0.23	0.08
A+	5.56	3.76	1.96
A	5.18	3.53	1.88
A-	4.80	3.30	1.80
B+	4.42	3.07	1.72
B	4.04	2.84	1.64
B-	3.66	2.61	1.56
C+	3.28	2.38	1.48
C	2.90	2.15	1.40
C-	2.52	1.92	1.32
D+	2.14	1.69	1.24
D	1.76	1.46	1.16
D-	1.38	1.23	1.08
F	1.00	1.00	1.00

DEMOGRAPHICS

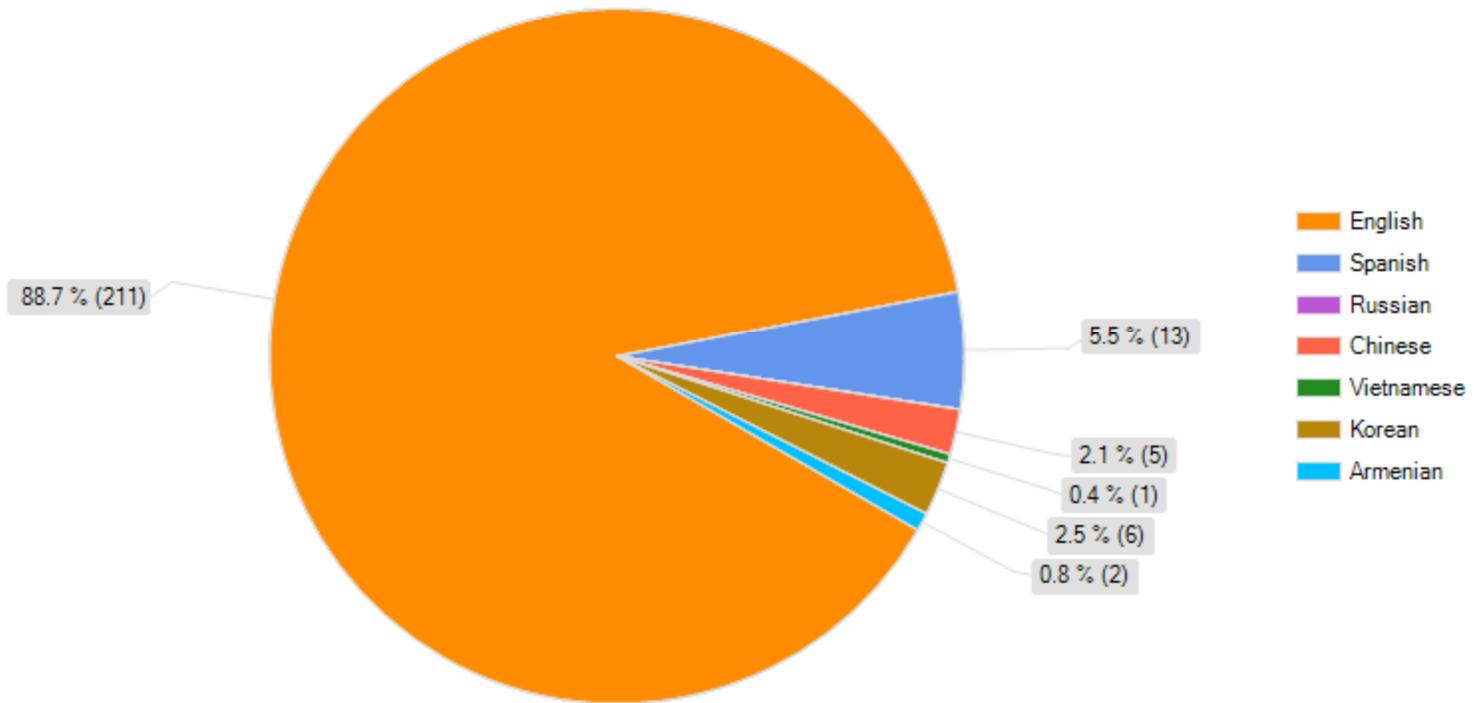
Distribution of respondents certification type (more than one answer acceptable)



Distribution of respondents deployment group (Disbursement participants only)



Primary language spoken by respondents



DETAILED FINDINGS

DORIIS COMMUNICATIONS

DETAILED FINDINGS – DORIIS COMMUNICATIONS

Regarding the timeliness of communications about DORIIS:

Mean score = 4.29

Letter grade = B

Across all participant types, the timeliness of communications was rated as positive (46.4% -Agree). However, Processors provided the greatest negative response (Strongly Disagree) as a percent of total responses gathered for each participant type (13.79%).

Answer Options	Beverage Manufacturer		Distributor		Processor		Recycler		Response Percent
Strongly Disagree	4	9.30%	3	5.26%	8	13.79%	7	5.34%	6.8%
Disagree	2	4.65%	4	7.02%	5	8.62%	11	8.40%	7.7%
Slightly Disagree	2	4.65%	1	1.75%	4	6.90%	11	8.40%	7.3%
Slightly Agree	2	4.65%	4	7.02%	10	17.24%	20	15.27%	13.6%
Agree	24	55.81%	31	54.39%	25	43.10%	60	45.80%	46.4%
Strongly Agree	3	6.98%	7	12.28%	3	5.17%	17	12.98%	11.8%
I don't know	6	13.95%	7	12.28%	3	5.17%	5	3.82%	6.4%

Base: All Respondents (n = 1168)
 Q4 DORIIS communication from the Division of Recycling was timely.



DETAILED FINDINGS – DORIIS COMMUNICATIONS

Regarding the helpfulness of communications about DORIIS:

Mean score = 4.51

Letter grade = B+

Across all participant types, the helpfulness of communications was rated as positive (45.5% -Agreed). There are no additional statistical outliers to this question.

Answer Options	Beverage Manufacturer		Distributor		Processor		Recycler		Response Percent
Strongly Disagree	2	4.65%	2	3.51%	5	8.62%	3	2.29%	3.6%
Disagree	2	4.65%	2	3.51%	5	8.62%	8	6.11%	6.8%
Slightly Disagree	1	2.33%	3	5.26%	4	6.90%	11	8.40%	7.3%
Slightly Agree	3	6.98%	2	3.51%	13	22.41%	22	16.79%	13.2%
Agree	25	58.14%	30	52.63%	21	36.21%	58	44.27%	45.5%
Strongly Agree	4	9.30%	11	19.30%	7	12.07%	23	17.56%	16.8%
I don't know	6	13.95%	7	12.28%	3	5.17%	6	4.58%	6.8%

Base: All Respondents (n = 1168)
 Q5 DORIIS communication from the Division of Recycling was helpful.

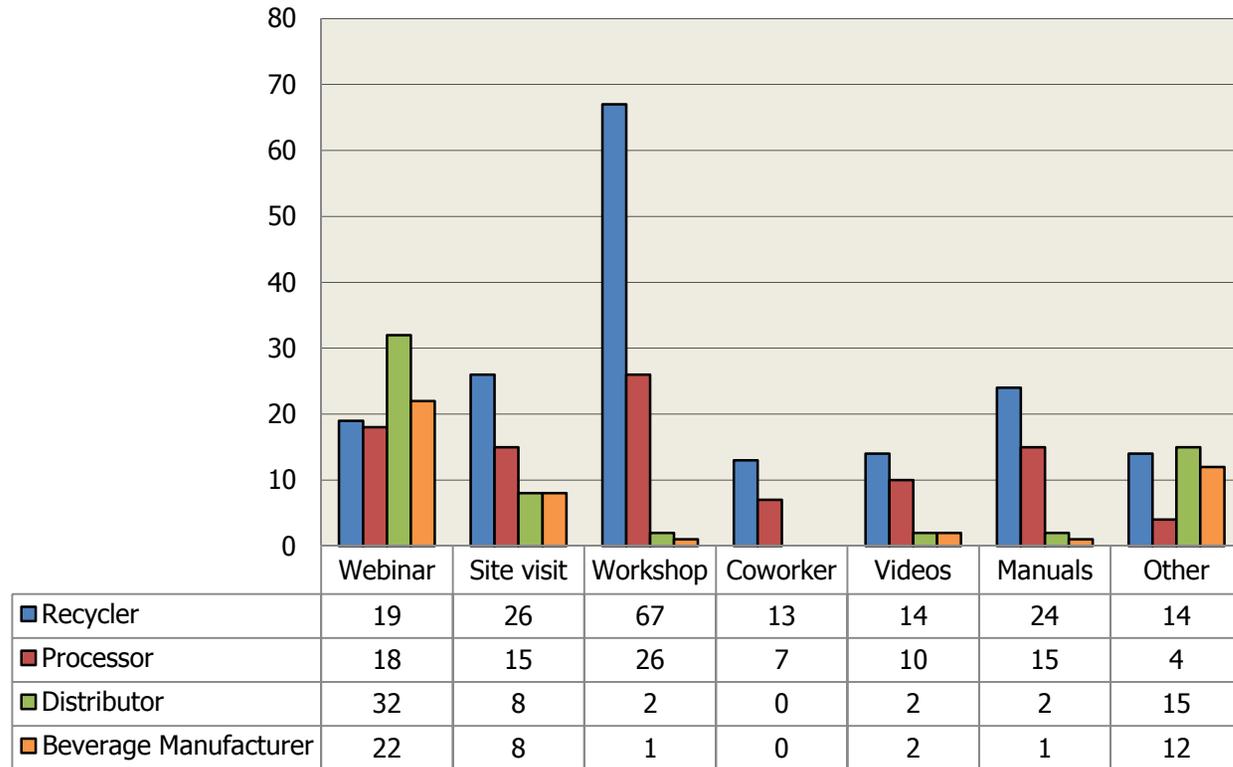


DETAILED FINDINGS

DORIIS TRAINING

DETAILED FINDINGS – DORIIS TRAINING

Before and during the external participant deployments, various methods for training participants were utilized. The breakdown of the methods used by the respondents is as follows:



Themed verbatim responses to “other” option:

Theme	# of responses	% of total responses
Figured it out on their own	21	47.73%
Contacted DORIIS Help Desk/Customer Service Representative	11	25%
Still not trained/unable to connect	11	25%
Taught by another DORIIS participant	1	2.27%

Base: All Respondents (n = 1168)
Q6 How did you learn how to use DORIIS?



DETAILED FINDINGS – DORIIS TRAINING

Regarding the helpfulness of the training manuals:

Mean score = 2.80

Letter grade = B-

Across all participant types, the helpfulness of the training manuals was rated as positive (26.8% -Helpful), however training manuals were rated the lowest of the training methods. Beverage Manufacturers (66.67%) and Distributors (62.26%) were far less likely to use the training manuals. There is a greater percentage of distribution of negative responses from Processors and Recyclers.

Answer Options	Beverage Manufacturer		Distributor		Processor		Recycler		Response Percent
Not helpful	0	0.00%	0	0.00%	5	8.77%	6	4.65%	4.7%
Moderately helpful	1	2.56%	1	1.89%	13	22.81%	23	17.83%	14.1%
Helpful	10	25.64%	15	28.30%	20	35.09%	34	26.36%	26.8%
Very helpful	2	5.13%	4	7.55%	3	5.26%	20	15.50%	12.2%
Did not use this method	26	66.67%	33	62.26%	16	28.07%	46	35.66%	42.3%

Themed verbatim responses to “please explain” option:

Theme	# of responses	% of total responses
Haven't used it yet/Wasn't aware of it	11	42.31%
Figured it out on their own	7	26.92%
Didn't explain changes well enough in plain language	5	19.23%
Cannot get site to open	3	11.54%

Base: All Respondents (n = 1168)
 Q7 Please rate how helpful the training manual was?



DETAILED FINDINGS – DORIIS TRAINING

Regarding the helpfulness of the webinar sessions:

Mean score = 3.05

Letter grade = B+

Across all participant types, the helpfulness of the training webinar sessions was rated as positive (26.8% - Very Helpful) and was the highest rated method of training with a mean score of 3.05. Approximately half (50.7%) of participants, mainly disbursement participants, did not use the method of training.

Answer Options	Beverage Manufacturer		Distributor		Processor		Recycler	
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
Not helpful	0	0.00%	0	0.00%	4	7.02%	3	2.33%
Moderately helpful	3	7.69%	3	5.66%	7	12.28%	13	10.08%
Helpful	7	17.95%	13	24.53%	12	21.05%	19	14.73%
Very helpful	15	38.46%	20	37.74%	6	10.53%	13	10.08%
Did not use this method	14	35.90%	17	32.08%	28	49.12%	81	62.79%

Base: All Respondents (n = 1168)
 Q8 Please rate how helpful the webinar training was?



DETAILED FINDINGS – DORIIS TRAINING

Regarding the helpfulness of the training videos:

Mean score = 2.94

Letter grade = B

Across all participant types, the overwhelming majority of respondents did not use the training videos method of training. Those that did use the training videos did rate them helpful (13.1%).

Answer Options	Beverage Manufacturer		Distributor		Processor		Recycler		Response Percent
Not helpful	0	0.00%	0	0.00%	4	7.02%	3	2.33%	2.8%
Moderately helpful	0	0.00%	0	0.00%	3	5.26%	12	9.30%	6.1%
Helpful	5	12.82%	8	15.09%	7	12.28%	19	14.73%	13.1%
Very helpful	2	5.13%	2	3.77%	11	19.30%	14	10.85%	9.9%
Did not use this method	32	82.05%	43	81.13%	32	56.14%	81	62.79%	68.1%

Base: All Respondents (n = 1168)
 Q9 Please rate how helpful the training videos were?



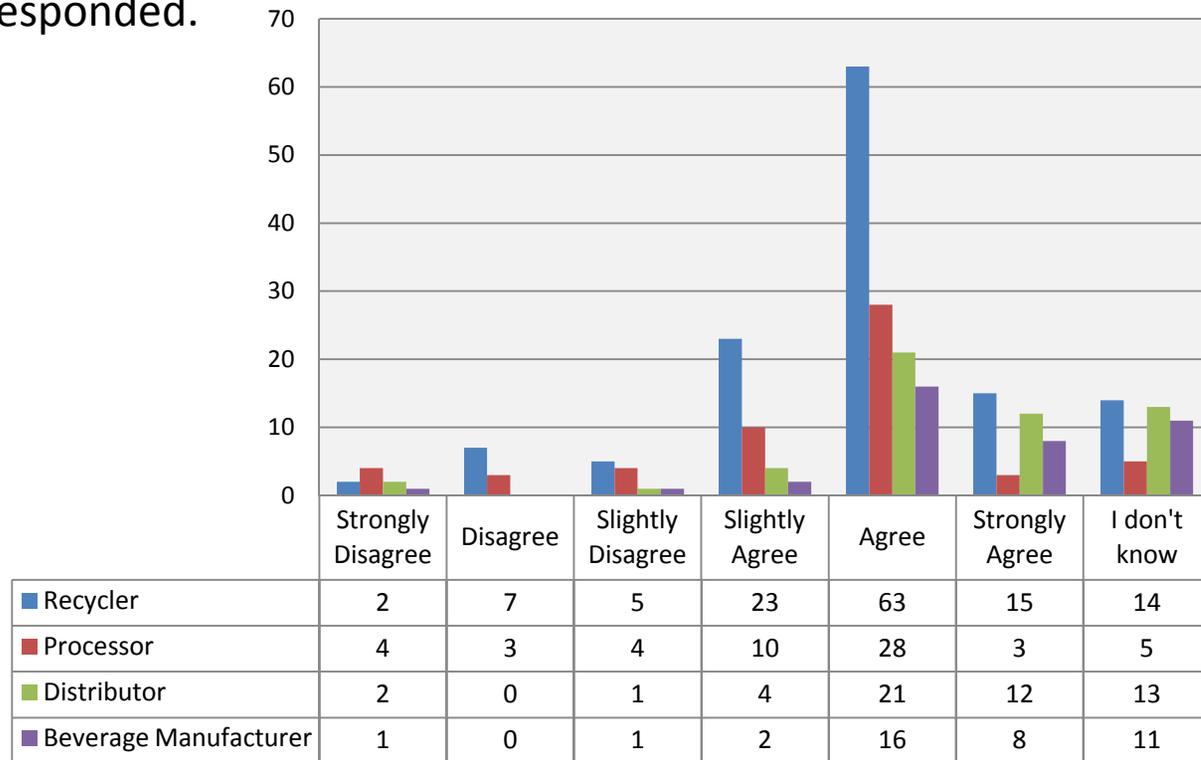
DETAILED FINDINGS – DORIIS TRAINING

Regarding the helpfulness of DORIIS training overall:

Mean score = 4.45

Letter grade = B+

Across all participant types, the overall helpfulness of DORIIS training was rated as positive (44.6% - Agree). There is no significant difference between participant types on how they responded.



Base: All Respondents (n = 1168)
Q10 Overall, the DORIIS training I received was helpful?

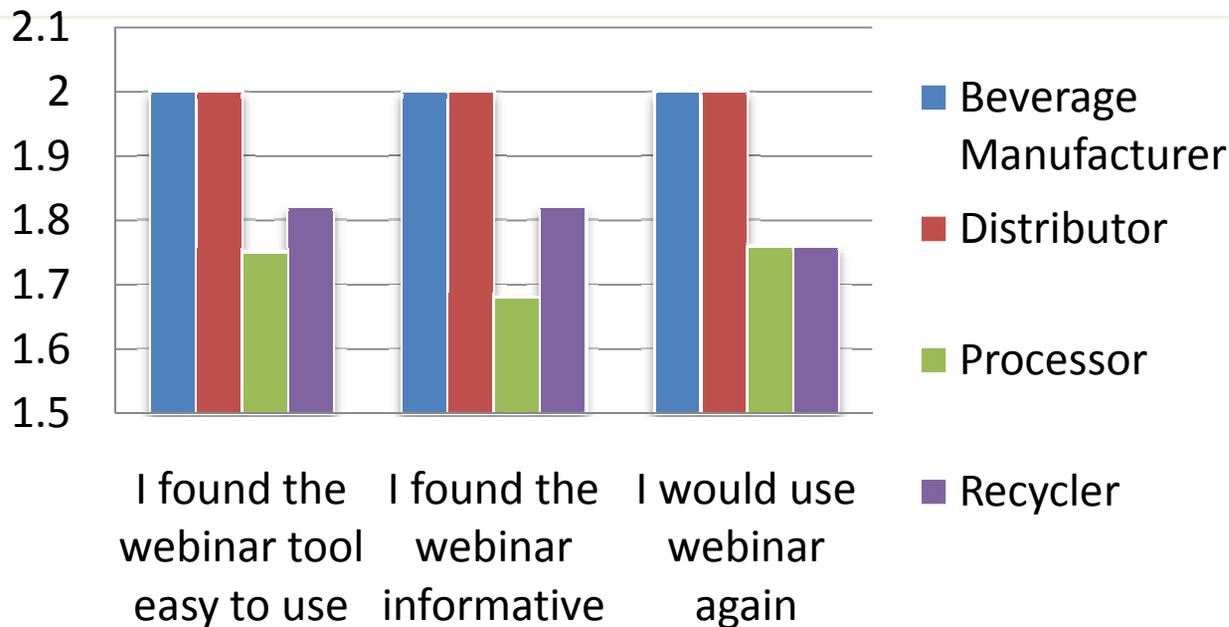


DETAILED FINDINGS – DORIIS TRAINING

Regarding the webinar experience, three questions were asked of participants who had stated they attended the webinar sessions:

Question	Mean Score	Letter Grade
I found the webinar tool easy to use	1.89	A
I found the webinar informative	1.88	A
I would use webinar again	1.86	A-

The webinar method is the only tool which received an A- or above rating across the entire survey.



Base: Positive Response to Webinar (n = 105)
Q11 Describe your Webinar experience



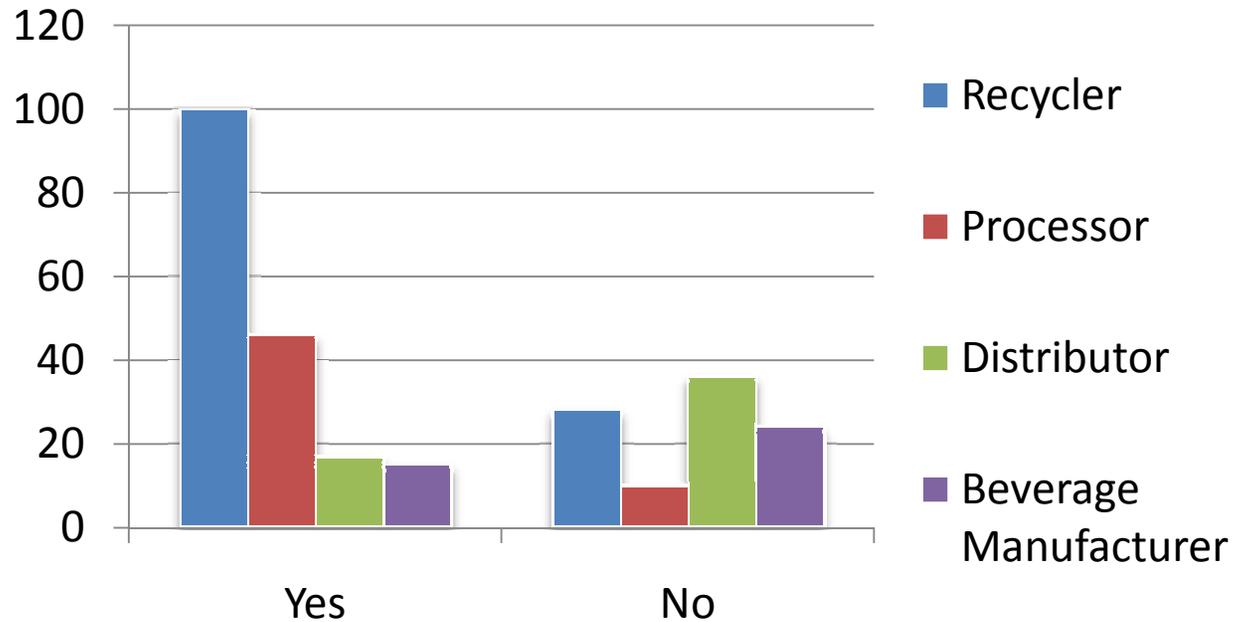
DETAILED FINDINGS

DORIIS HELP DESK

DETAILED FINDINGS – DORIIS HELP DESK

The DORIIS Help Desk has been created in order to respond to participant issues and questions regarding DORIIS.

65.1% of survey takers stated they have contacted the DORIIS Help Desk with the largest volume coming from Recyclers.



Base: All Respondents (n = 1168)
Q13 Have you contacted the DORIIS Help Desk?



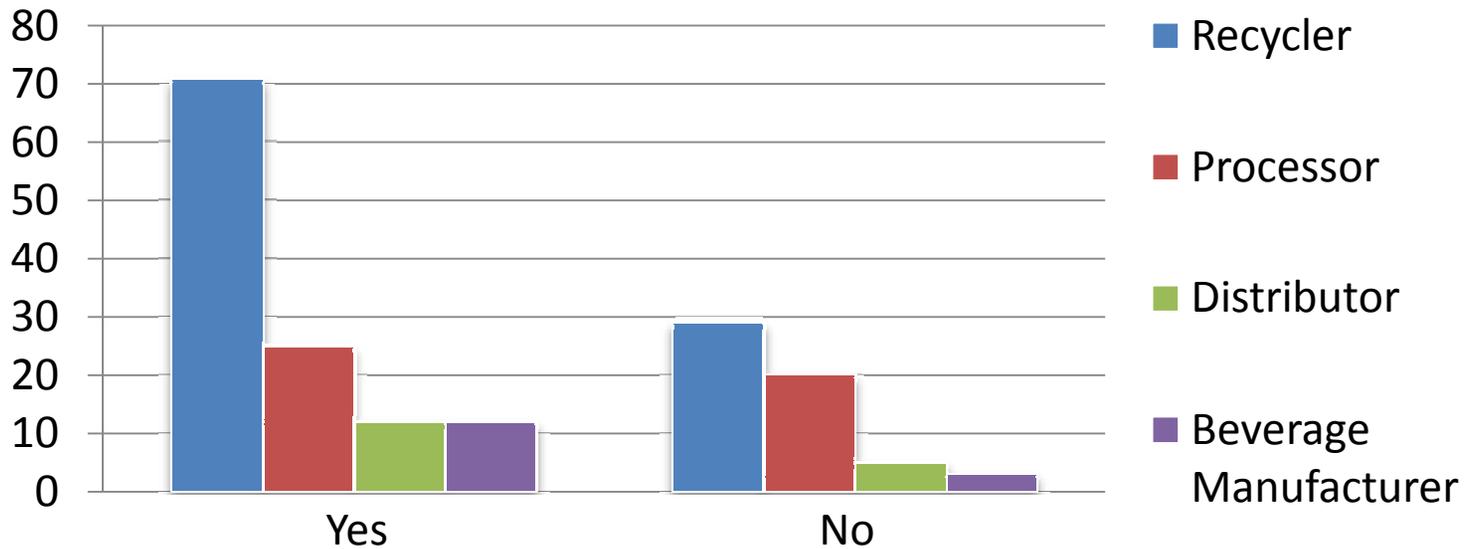
DETAILED FINDINGS – DORIIS HELP DESK

Regarding the response timeliness of the Help Desk:

Mean score = 1.70

Letter grade = B

70.1% of those participants who contacted the Help Desk felt that the response time was acceptable.



Themed verbatim responses to “please explain” option:

Theme	# of responses	% of total responses
Took to long to return phone call	19	65.52%
Had to call several times to get a response	7	24.14%
Mixed response time	3	10.34%

Base: Positive response to contacting the help desk (n = 212)
 Q14 When contacting the DORIIS Help Desk, the response time was acceptable.?



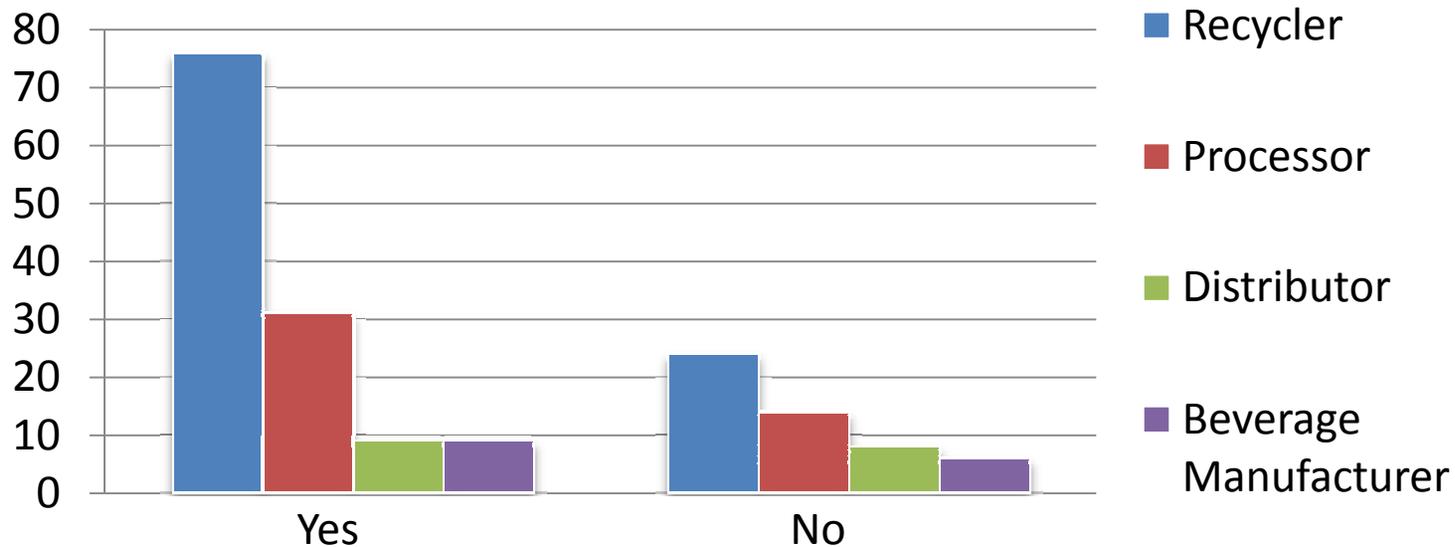
DETAILED FINDINGS – DORIIS HELP DESK

Regarding whether issue/problem was resolved satisfactorily:

Mean score = 1.70

Letter grade = B

70.1% of those participants who contacted the Help Desk felt that the issue/problem was resolved to their satisfaction.



Base: Positive response to contacting the help desk (n = 212)
Q15 My problem/issue was resolved to my satisfaction.

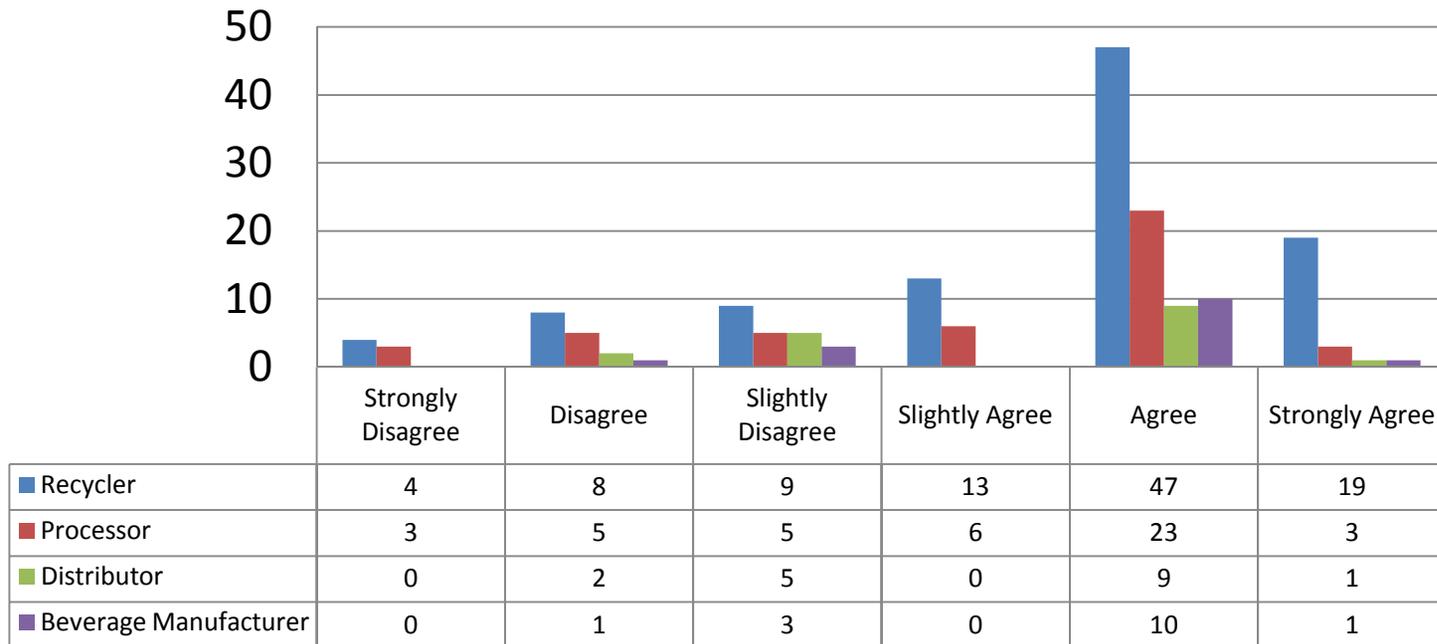
DETAILED FINDINGS – DORIIS HELP DESK

Regarding the satisfaction with the DORIIS Help Desk overall:

Mean score = 4.40

Letter grade = B

Across all participant types, the overall satisfaction with the DORIIS Help Desk was rated as positive (48.9% - Agree). There is no significant difference between participant types on how they responded.



Base: Positive response to contacting the help desk (n = 212)
 Q16 Overall, my experience with the DORIIS Help Desk has been satisfactory.



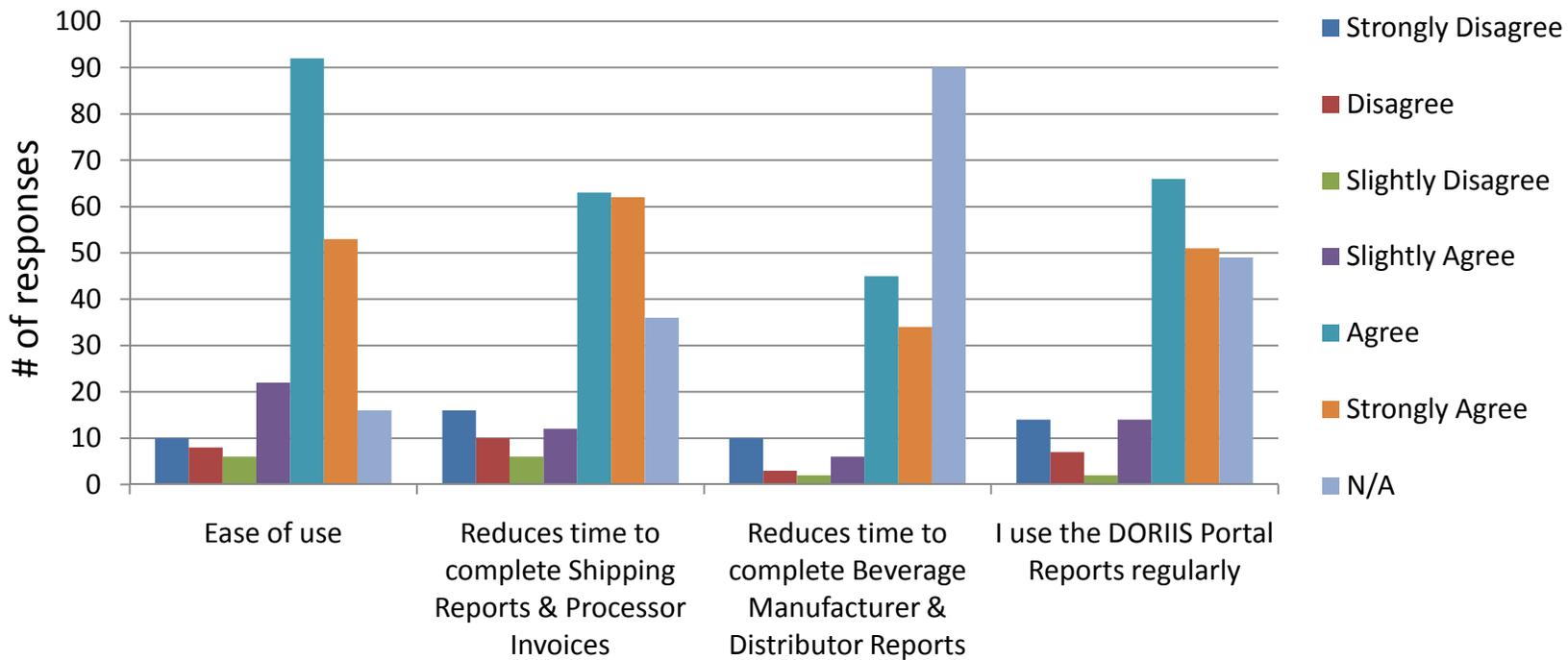
DETAILED FINDINGS

DORIIS FUNCTIONALITY

DETAILED FINDINGS – DORIIS FUNCTIONALITY

Regarding the satisfaction with DORIIS functionality, four questions were asked of participants:

Question	Mean Score	Letter Grade
Ease of use	4.75	B+
Reduces time to complete Shipping Reports & Processor Invoices	4.67	B+
Reduces time to complete Beverage Manufacturer & Distributor Reports	4.75	B+
I use the DORIIS Portal Reports regularly	4.71	B+



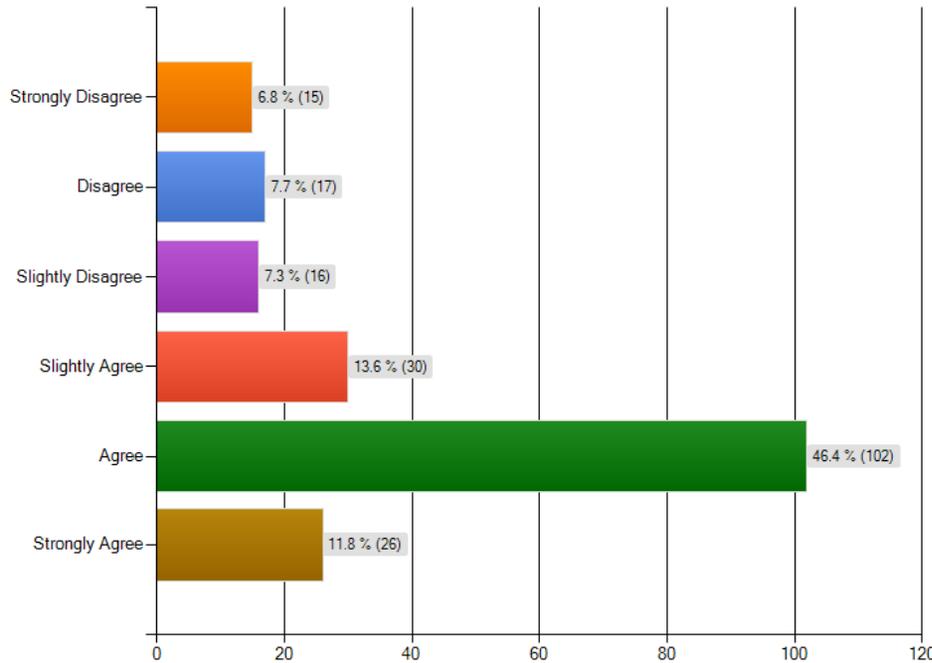
Base: All Respondents (n = 1168)
 Q17 Please rate your satisfaction with DORIIS in the following areas:



RAW DATA

RAW DATA – QUESTION #4

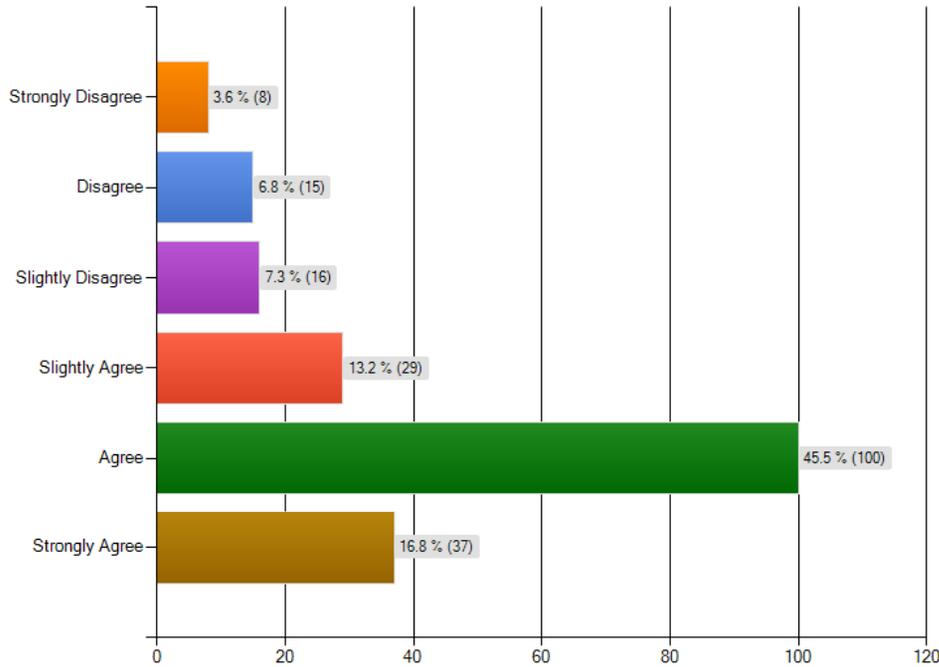
DORIIS communication from the Division of Recycling was timely:



Answer Options	Response Percent	Response Count
Strongly Disagree	6.8%	15
Disagree	7.7%	17
Slightly Disagree	7.3%	16
Slightly Agree	13.6%	30
Agree	46.4%	102
Strongly Agree	11.8%	26
I don't know	6.4%	14
answered question		220
skipped question		25

RAW DATA – QUESTION #5

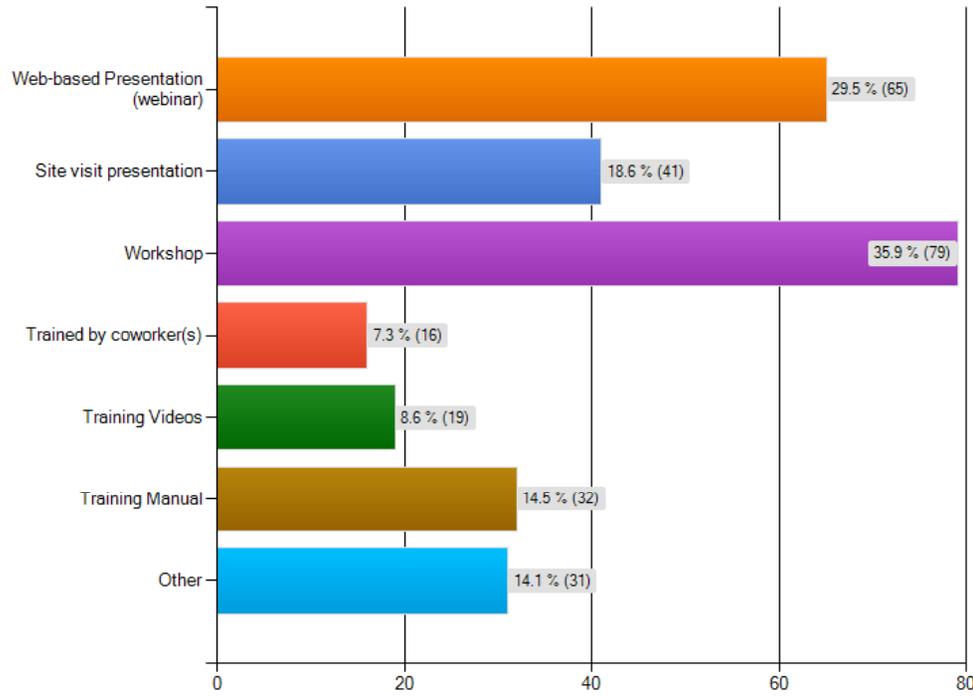
DORIIS communication from the Division of Recycling was helpful:



Answer Options	Response Percent	Response Count
Strongly Disagree	6.8%	15
Disagree	7.7%	17
Slightly Disagree	7.3%	16
Slightly Agree	13.6%	30
Agree	46.4%	102
Strongly Agree	11.8%	26
I don't know	6.4%	14
answered question		220
skipped question		25

RAW DATA – QUESTION #6

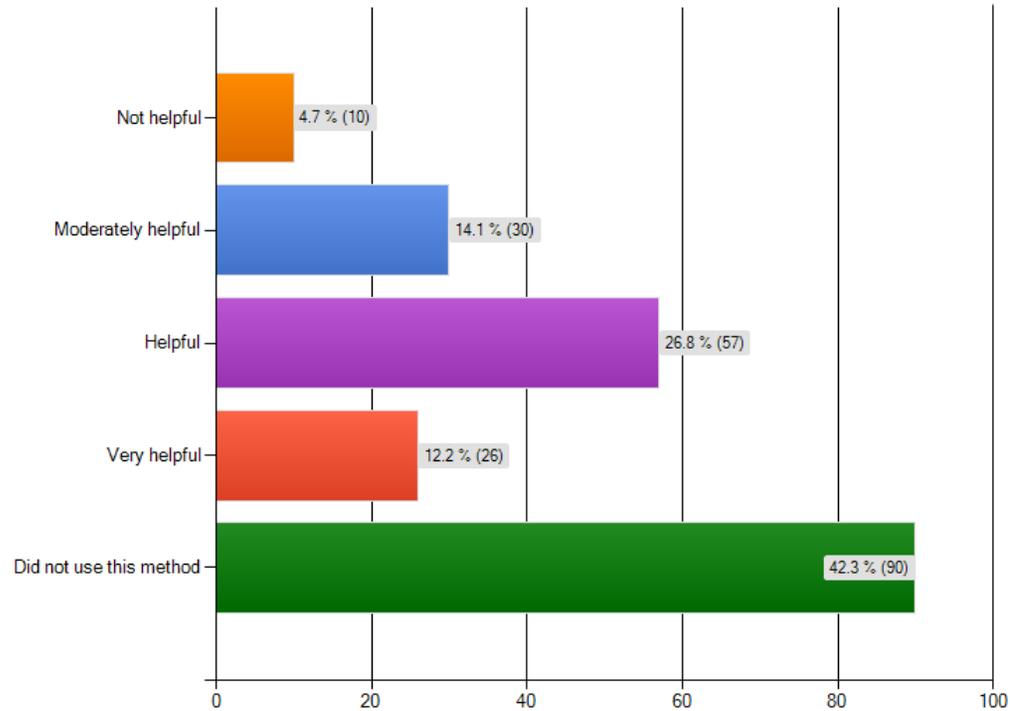
How did you learn how to use DORIIS? (Check all that apply):



Answer Options	Response Percent	Response Count
Web-based Presentation (webinar)	29.5%	65
Site visit presentation	18.6%	41
Workshop	35.9%	79
Trained by coworker(s)	7.3%	16
Training Videos	8.6%	19
Training Manual	14.5%	32
Other	14.1%	31
Other (please specify)		45
answered question		220
skipped question		25

RAW DATA – QUESTION #7

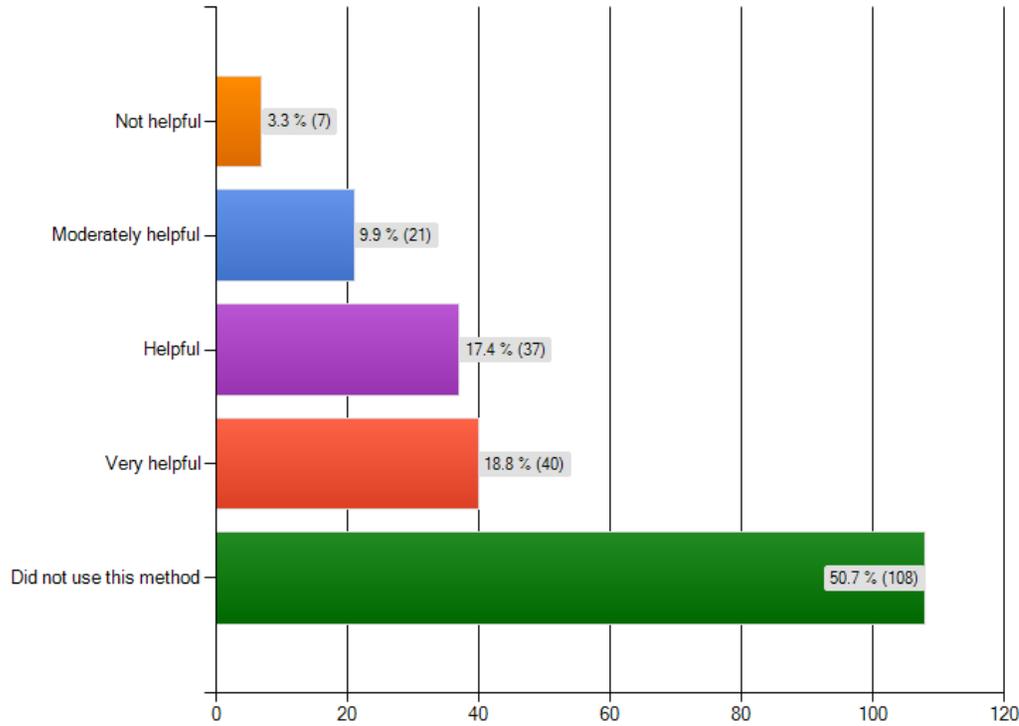
Please rate how helpful the training manual was:



Answer Options	Response Percent	Response Count
Not helpful	4.7%	10
Moderately helpful	14.1%	30
Helpful	26.8%	57
Very helpful	12.2%	26
Did not use this method	42.3%	90
Please explain		26
answered question		213
skipped question		32

RAW DATA – QUESTION #8

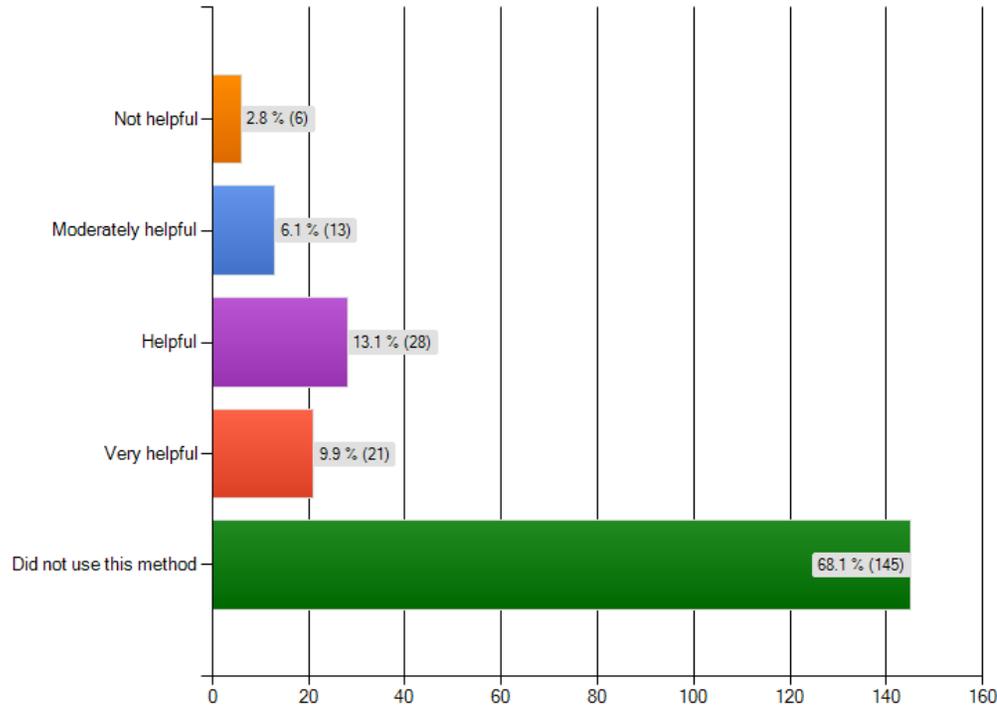
Please rate how helpful the webinar training was:



Answer Options	Response Percent	Response Count
Not helpful	3.3%	7
Moderately helpful	9.9%	21
Helpful	17.4%	37
Very helpful	18.8%	40
Did not use this method	50.7%	108
Please explain		11
answered question		213
skipped question		32

RAW DATA – QUESTION #9

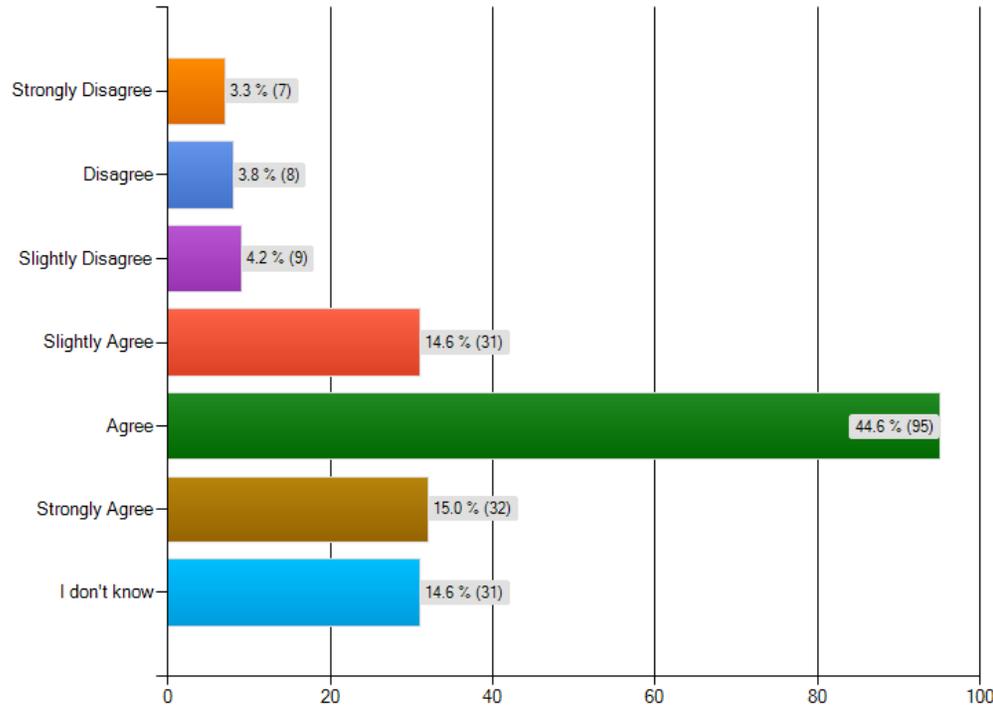
Please rate how helpful the training videos were:



Answer Options	Response Percent	Response Count
Not helpful	2.8%	6
Moderately helpful	6.1%	13
Helpful	13.1%	28
Very helpful	9.9%	21
Did not use this method	68.1%	145
Please explain		12
answered question		213
skipped question		32

RAW DATA – QUESTION #10

Overall, the DORIIS training I received was helpful?

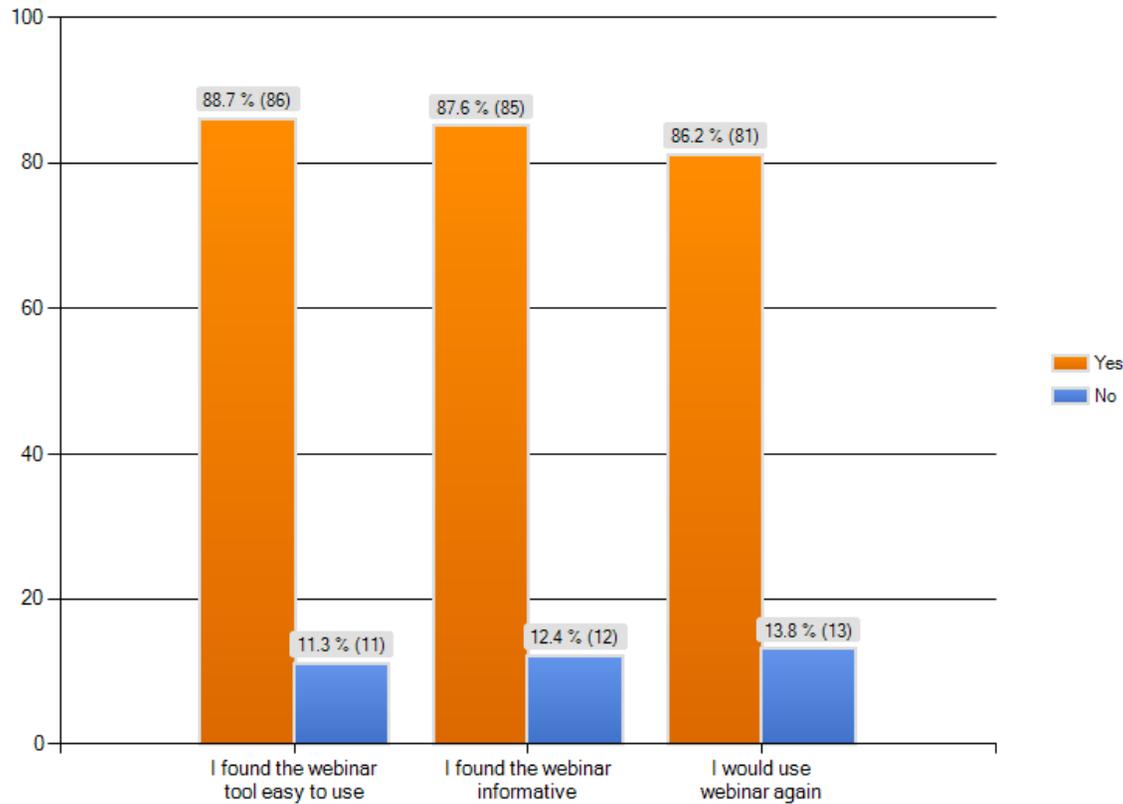


Answer Options	Response Percent	Response Count
Strongly Disagree	3.3%	7
Disagree	3.8%	8
Slightly Disagree	4.2%	9
Slightly Agree	14.6%	31
Agree	44.6%	95
Strongly Agree	15.0%	32
I don't know	14.6%	31
answered question		213
skipped question		32



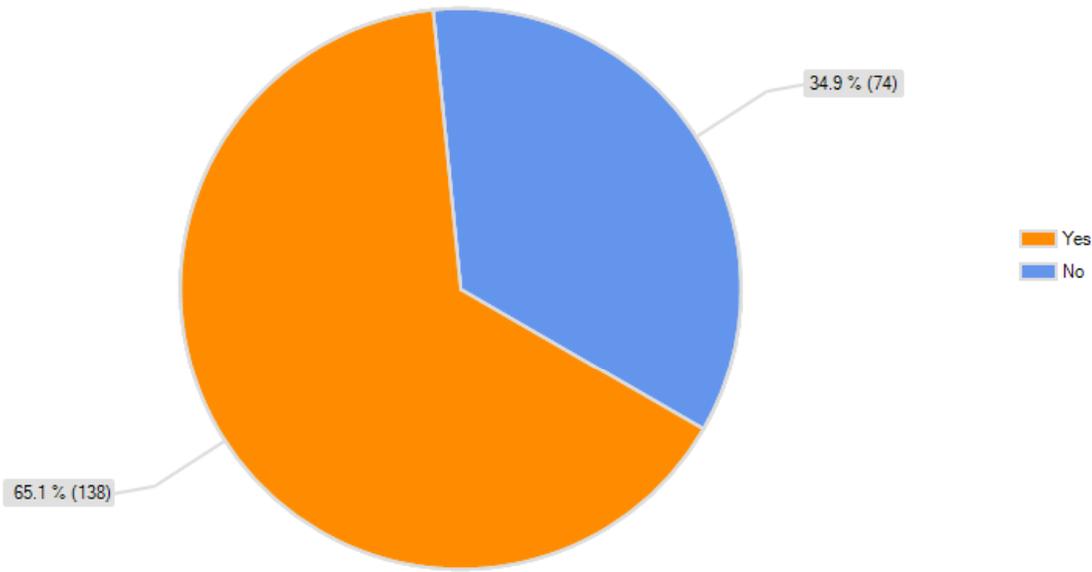
RAW DATA – QUESTION #11

Please indicate yes or no based on your webinar experience:



Answer Options	Yes	No	Rating Average	Response Count
I found the webinar tool easy to use	86	11	1.89	97
I found the webinar informative	85	12	1.88	97
I would use webinar again	81	13	1.86	94
answered question				102
skipped question				143

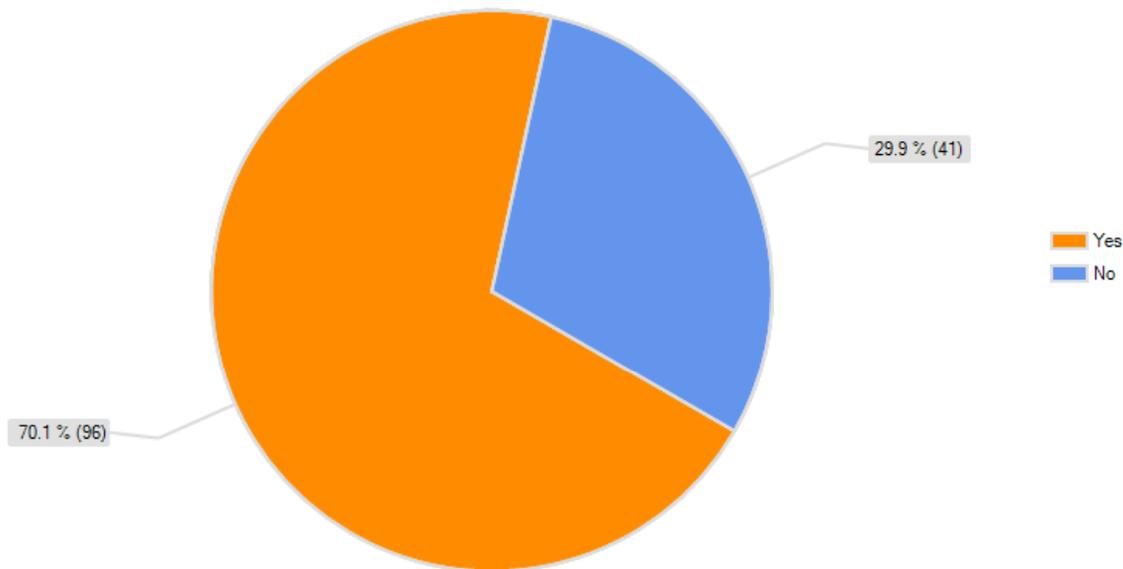
I have contacted the DORIIS Help Desk:



Answer Options	Response Percent	Response Count
Yes	65.1%	138
No	34.9%	74
<i>answered question</i>		212
<i>skipped question</i>		33

RAW DATA – QUESTION #14

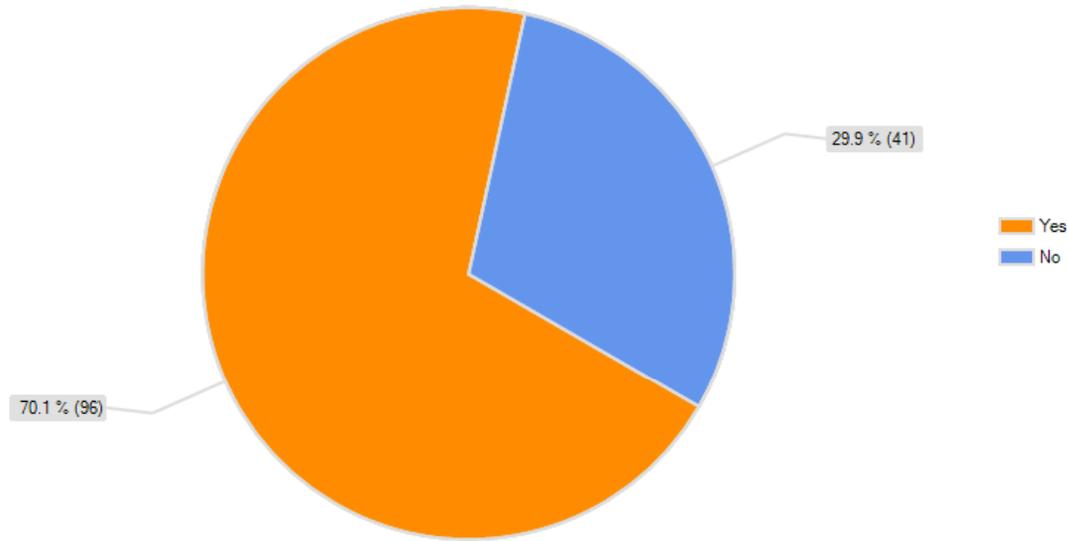
When contacting the DORIIS Help Desk, the response time was acceptable.



Answer Options	Response Percent	Response Count
Yes	70.1%	96
No	29.9%	41
If No, please explain		38
<i>answered question</i>		137
<i>skipped question</i>		108

RAW DATA – QUESTION #15

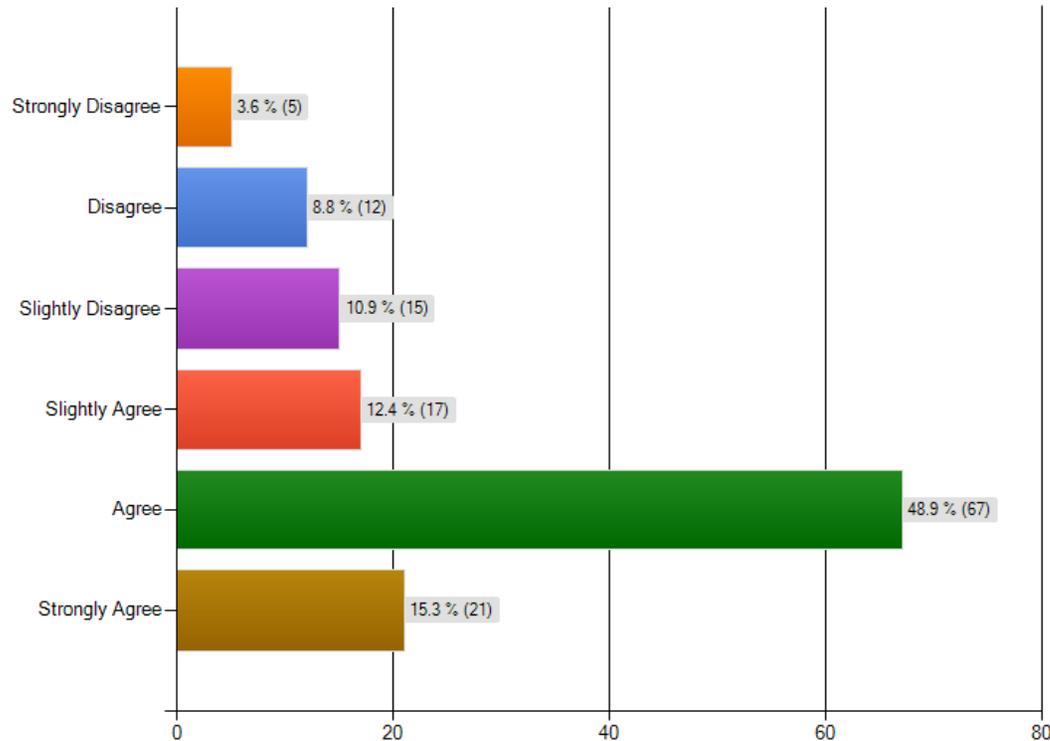
My problem/issue was resolved to my satisfaction.



Answer Options	Response Percent	Response Count
Yes	70.1%	96
No	29.9%	41
If No, please explain		36
answered question		137
skipped question		108

RAW DATA – QUESTION #16

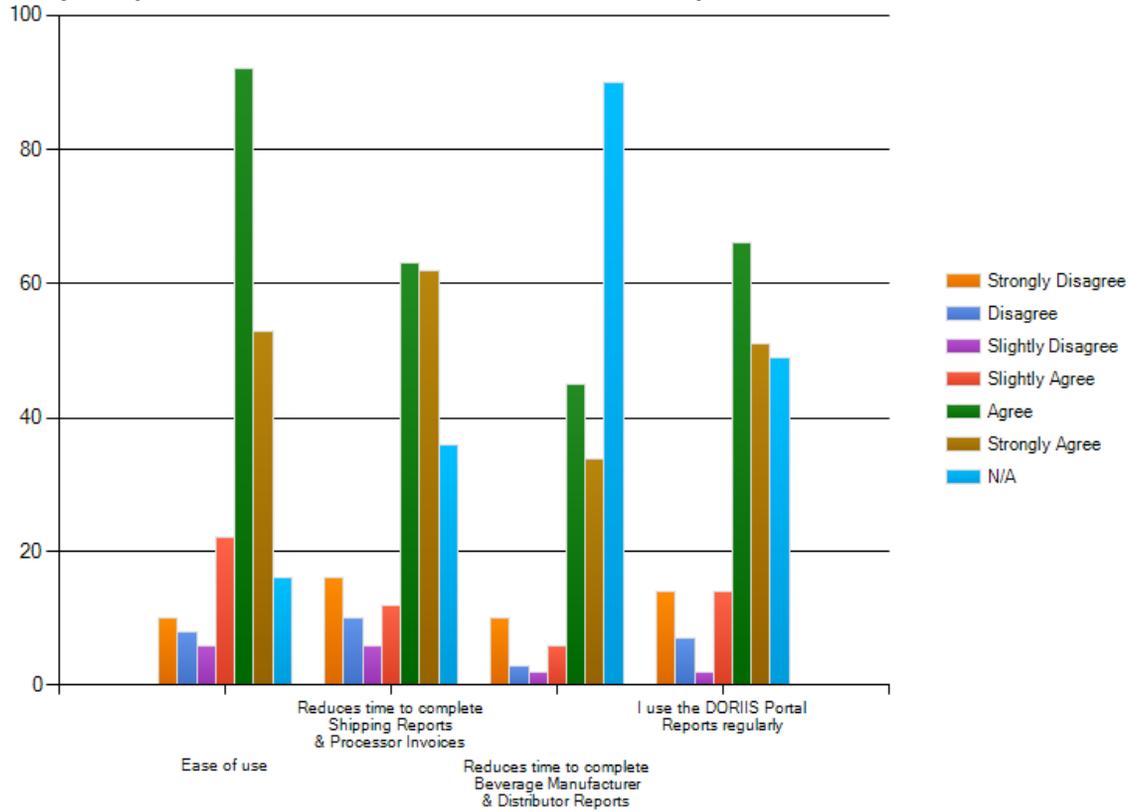
Overall, my experience with the DORIS Help Desk has been satisfactory.



Answer Options	Response Percent	Response Count
Strongly Disagree	3.6%	5
Disagree	8.8%	12
Slightly Disagree	10.9%	15
Slightly Agree	12.4%	17
Agree	48.9%	67
Strongly Agree	15.3%	21
answered question		137
skipped question		108

RAW DATA – QUESTION #17

Overall, my experience with the DORIIS Help Desk has been satisfactory.



Answer Options	Strongly Disagree	Disagree	Slightly Disagree	Slightly Agree	Agree	Strongly Agree	N/A	Rating Average	Response Count
Ease of use	10	8	6	22	92	53	16	4.76	207
Reduces time to complete Shipping Reports & Processor Invoices	16	10	6	12	63	62	36	4.67	205
Reduces time to complete Beverage Manufacturer & Distributor Reports	10	3	2	6	45	34	90	4.75	190
I use the DORIIS Portal Reports regularly	14	7	2	14	66	51	49	4.71	203
								<i>answered question</i>	208
								<i>skipped question</i>	37