

Operations Communique #08-02 Client and Provider Self Service - Training Survey

Title: Client and Provider Self Service – Training Survey

Date: December 12, 2007

Priority: Medium

Category: Response Required

Action Required: See “Next Steps”.

Purpose:

The purpose of this communiqué is to request feedback from the CCIS on the recent training for Client and Provider Self Service.

Discussion:

Training for Client and Provider Self Service was conducted February 5 through February 7. We are requesting your feedback on the training. A survey of nine questions has been developed for this purpose.

Below is a link to access the survey on-line. A “pdf” version of the survey is also attached to this communiqué. Please ask all staff that participated in the training to complete the survey by accessing the link below, completing the questions and clicking “Submit”.

http://www.surveymonkey.com/s.aspx?sm=sTiOHZESHe_2bL5ISFaYo0bw_3d_3d

Completed surveys are due no later than close of business (COB) February 29, 2008.

Next Steps:

1. Share this information with appropriate staff.
2. Make the survey link available to all training participants.
3. Submit all surveys by no later than COB February 29, 2008.
4. Direct questions to the assigned Subsidy Coordinator.