

To: Members of the MIT Community

From: James D. Bruce, Professor of Electrical Engineering and
Vice President for Information Systems

Subject: **CUSTOMER SATISFACTION SURVEY**

REQUEST FOR YOUR FEEDBACK

I am writing to ask for your help. Specifically, we need your feedback on the quality of services provided by Information Systems. A key goal in our strategic plan is to improve customer satisfaction. In order to achieve this goal, I need you to tell us what is working well and what areas need improvement, especially in this time of constrained resources. We are contacting a very limited number of people across campus so your response is critical to our success.

Responses to the survey will remain anonymous.

Approximately eighteen months ago, we conducted a similar survey that proved to be most helpful. Guided by the input from our customers we worked on improving help desk performance, developed new solutions to make it easier for people to work remotely and introduced some new services. As a result of your feedback, we will initiate improvement in other areas as well.

The first section of the survey seeks your ranking of our overall services as well as a response to questions specific to your needs. The survey may be submitted when this section is completed. However, there is a second section to the survey which presents you with an opportunity to present us with a better understanding about what is important to you in terms of how you use technology either as a faculty member, researcher, administrative staff member or student.

Your feedback is truly appreciated. Results of the survey will be posted on the IS website along with improvement opportunities identified as a result of this survey.

Thank you very much for your time and for your help.

url