



CLIENT SATISFACTION FEEDBACK

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DO-IT requests your help by completing the following Client Satisfaction Survey based on the your experience with how we handled your request. Thank you for your time.

1. The IT helpdesk responded to my request in a timely manner.

☐ Strongly disagree ☐ Disagree ☐ Agree ☐ Strongly Agree

2. The IT Helpdesk was courteous to me.

☐ Strongly disagree ☐ Disagree ☐ Agree ☐ Strongly Agree

3. Overall, my experience with the IT Helpdesk was...

☐ Less than desirable ☐ As expected ☐ Better than expected ☐ Consistently better

4. The on-site support analyst responded in a timely manner.

☐ Strongly disagree ☐ Disagree ☐ Agree ☐ Strongly Agree

5. The on-site Technician/Engineer was courteous to me.

☐ Strongly disagree ☐ Disagree ☐ Agree ☐ Strongly Agree

If you have any further suggestions, comments or testimonials, please write them in the space below.

Type your suggestions, comments, or testimonials here

Thank you very much for taking the time to complete this survey. Your feedback is valued and very much appreciated!