EITS Customer Satisfaction Survey

EITS is launching its customer satisfaction survey on November 6th. After a request has been resolved, there is a chance that you may receive an additional email asking for feedback on our service. This is a new effort for EITS, and we've provided some information and a quick walkthrough of the process below:

About the Survey:

- The survey invitation will come from EITS Survey.
- The email address will be notify@teamdynamixapp.com. (This email is not monitored).
- You will not receive a survey for every ticket you submit.
- EITS may reach out to you for additional information based on your feedback but only if you select yes on the last question of the survey.
- If you have any questions, please reach out to the EITS Help Desk!

How it Works:

1) You will receive an invitation, via email, requesting that you fill out our survey. It should look like the below screenshot:

   ![Survey Invitation Screenshot]

   Dear [Name],
   You are receiving this survey because you recently had an IT request resolved by EITS. In order to provide a better experience for you and other customers, we are collecting feedback on how we performed in our last engagement. We ask that you complete our customer satisfaction survey linked below:


   This survey takes about 2 minutes to complete. Your feedback is important, as it will be reviewed on a regular basis by EITS leadership and will be used to improve our level of service and quality of customer interaction.

   Thank you for your time!

   EITS

   [EITS email address]

   [EITS Website Link]

   This email is not monitored. If you have any questions, please contact the EITS Help Desk at helpdesk@uga.edu or 706-542-3106.

2) If you decided to give us your feedback (thank you!) then you will be presented with this page:

   ![Survey Page Screenshot]

   EITS Customer Satisfaction Survey
   Please select the value that best indicates your level of satisfaction or agreement.

3) After completing the survey, you will be presented with the page below:
4) If you have already taken the survey, or completed one for the month, you will receive the page below:

**Survey Completed**

Thank you for completing our survey! Your feedback will be reviewed by EITS Leadership and will serve as the baseline for future performance goals and customer service objectives. We may reach out to you for additional information based on the feedback received. The data from this survey will be made available for public review at a future date.

**Survey Already Taken**

Thank you for your time! Your feedback has already been received, and it will be reviewed by EITS Leadership and will serve as the baseline for future performance goals and customer service objectives. We may reach out to you for additional information based on the feedback received. The data from this survey will be made available for public review at a future date.