

## **Example Pre-Notification Cover Letter**

Pre-notification letter: Defense Technical Information Center (DTIC) Customer Satisfaction Survey Data Collection

Valued DTIC Customer:

On May xx, 2010 the Defense Technical Information Center (DTICR) will conduct its annual customer satisfaction survey. Through this process, you have taught us the importance of listening intently and regularly to what you have to say. This can be illustrated with the anticipated of DTIC's new Web site (DTIC Online). In previous surveys, many customers have provided feedback on the need for improving the layout, navigation, and content of the DTIC Web sites. We will look forward to future survey feedback responses reflecting your opinions on the New DTIC Online Web site. Until then, DTIC invites you to take this opportunity to share your opinion on DTIC's current products, services and customer care.

Your candid evaluation is critical to our future success because you provide the necessary information that leads to improvements in our products, services, and customer care. Please take the opportunity to give us your opinion. Note: All individual response data will remain confidential.

DTIC will look forward to hear from you.

Thank you for giving us the opportunity to serve you better.

Helen Sherman  
Directorate for User Services