

Center Operations Sample Hard Copy Letter

DATE

Dear «PrimaryTitle» «PrimaryFirstName» «PrimaryLastName»,

Thank you once again for giving «CARName» the opportunity to lend our business skills and technical assistance to help you achieve your company's goals. So that we may continuously improve our ability to serve you and other clients in the future, we are asking that you help us gauge the success of the services we have provided to your company in the past.

By taking our brief survey, you will be able to evaluate the quality and usefulness of our services and the impact our assistance has had on your business. The survey is conducted on behalf of the Manufacturing Extension Partnership, our national affiliate and funding partner.

The survey should take about 10 minutes to complete. To make it easier to prepare, we have provided the survey questions at the bottom of this letter for your reference as well as a list of projects we have completed with you. Your participation is voluntary and your responses will be held in confidence to the extent permitted by law.

Please complete the survey as soon as possible. It can be accessed on July 17, 2014 via the web. The survey is available 24 hours a day until August 14, 2014.

Please use one of the following options:

- Survey is emailed to client from info@mepclientsurvey.com . Click on the embedded url and complete survey.
- If you prefer, you may call **855-652-9011** between 8:00 a.m. and 8:00 p.m. EST to complete the survey by telephone. This is a toll-free number.

You may report technical difficulties with the survey to our helpdesk at **855-652-9011**.

Your feedback is valuable to us, and your participation is greatly appreciated.

Sincerely,

«DirectorName», «CARName»

Collection of your feedback is underwritten by the Manufacturing Extension Partnership at the National Institute of Standards and Technology (NIST), which provides funding for local manufacturing extension programs throughout the United States and Puerto Rico. Information is used to improve the delivery of high impact extension services to manufacturers. Completing the survey should take about ten minutes of your time. Your participation is voluntary and your responses are held in confidence to the extent permitted by law. No agency may conduct, and no person is required to respond to, an information collection that does not display a valid OMB control number. The OMB control number for this information collection is 0693-0021, exp. 12/31/2014.