

Center Operations Sample Letter – Web Only

Dear FIRSTNAME LASTNAME,

Thank you once again for allowing (CAR name) to lend our business skills and technical assistance to help you achieve your company's goals. So that we may improve our ability to serve you and other clients in the future, we ask that you gauge the quality of the services we provided to your company.

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 questionnaire should take about 12 minutes to complete. To make it easier to prepare, we have provided a list of projects we have completed with you at the bottom of this email. Your participation is voluntary and your responses will be held in confidence.

The survey can be accessed via one of the two options below. It is available 24 hours a day until XX/XX/XXXX.

- Visit the following URL: <LINK APPEARS HERE>
- If you prefer, you may call 855-652-9011 between 8:00 a.m. and 8:00 p.m. ET to complete the survey by telephone.

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,

Director Name

CAR Name

Public Burden Statement

A Federal agency may not conduct or sponsor, and a person is not required to respond to, nor shall a person be subject to a penalty for failure to comply with an information collection subject to the requirements of the Paperwork Reduction Act of 1995 unless the information collection has a currently valid OMB Control Number. The approved OMB Control Number for this information collection is 0693-0021. Without this approval, we could not conduct this survey/information collection. Public reporting for this information collection is estimated to be approximately 12 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the information collection. All responses to this information collection are voluntary to obtain benefits. Send comments regarding this burden estimate or any other aspect of this information collection, including suggestions for reducing this burden to the National Institute of Standards and Technology at: 100 Bureau Drive, MS4800, Gaithersburg, MD 20899, Attn: Melissa Davis, melissa.davis@nist.gov.

Privacy Act Statement

Authority: The National Institute of Standards and Technology Act, as amended, 15 U.S.C. 271 et seq. (which includes Title 15 U.S.C. 272) and section 12 of the Stevenson-Wydler Technology; Innovation Act of 1980, as amended, 15 U.S.C. 3710a. 15 U.S.C. 290; 15 U.S.C. 7301 et seq.; 42 U.S.C. 15441-15453.

Purpose: The Hollings Manufacturing Extension Partnership (MEP) is a nationwide network of not-for-profit Centers in multiple locations in all 50 states and Puerto Rico, whose purpose is to provide small and medium sized manufacturers with the help they need to succeed in today's competitive world. Each Center works directly with area manufacturers to provide expertise and services tailored to their most critical needs.

Routine Uses: This information will include quantified impacts on a client's sales, cost savings, employment, and investment. These figures will be used to determine the effectiveness of the project work done by the Center, and to gauge the overall success of the NIST MEP program. Collection of this data is mission-critical and is used for NIST MEPs Government Performance and Results Act (GPRA) requirements.

Disclosure: Submitting voluntary information constitutes your consent to the use of the information for the stated purpose.

You have received this invitation to the MEP Client Survey because you obtained products or services from the MEP mentioned above. Your feedback is paramount to the organization. However, if you no longer wish to receive emails from support@mepclientsurvey.com concerning this survey, unsubscribe [here](#).