

DRAFT OF LETTER TO UNT FACULTY W/EVALUATION
(on letterhead or e-mail)

Dear:

Thank you for working with the Center for Continuing Education and Conference Management on your academic conference. We hope you were satisfied with our services, and we'd appreciate your feedback since we strive for continuous improvement.

We developed the attached survey in a format you can complete in five minutes or less; however, if you have the time, we'd be interested in your expanded comments in the space provided.

We're working hard to deserve and **keep** your business, so give me a call (ext. 3487) if I can help in any way or if you'd like to discuss any special concerns.

Please complete the survey on-line at www.xxxxx.com. Thank you for your part in helping us achieve one of our Center goals: *to provide quality service that exceeds customers' expectations.*

Sincerely,

Marilyn D. Wagner, Ed.D.
Director

**UNIVERSITY OF NORTH TEXAS
CENTER FOR CONTINUING EDUCATION AND CONFERENCE
MANAGEMENT**

Academic Coordinator Evaluation of CCECM Services

In Section I, please circle the number corresponding to your satisfaction level with our services. Your comments would also be appreciated. Section II contains broader questions for your feedback.

Please return this form via campus mail in the enclosed self-addressed envelope.

_____ (name)	Your Program Manager from CCECM.					
		_____ (Conference Name)				
Section I:		poor	fair	average	very good	excellent
1. Intake meeting/initial planning:		1	2	3	4	5
Comments:						
2. Preparation of budgets and contracts:		1	2	3	4	5
Comments:						
3. Assistance in developing registration form:	N/A	1	2	3	4	5
Comments:						
4. Assistance in editing brochure:		1	2	3	4	5
Comments:						
5. Reservations, <i>please circle those which apply</i> (facilities, catering, housing, dining, A/V, transportation, recreation):	N/A	1	2	3	4	5
Comments:						
6. Managing pre-registration:	N/A	1	2	3	4	5
Comments:						

7. Mail-backs (confirmation letter/form):	N/A	1	2	3	4	5
Comments:						
8. On-site registration:	N/A	1	2	3	4	5
Comments:						
9. Conference financial reports and post-conference management:		1	2	3	4	5
Comments:						
10. Communication throughout planning, actual event, and follow-up:		1	2	3	4	5
Comments:						
11. CCECM employees' courteousness and professionalism:		1	2	3	4	5
Comments:						
12. Overall service from CCECM:		1	2	3	4	5
Comments:						

Section II: CCECM Customer Service Survey

13. What do you like about our services?
14. What would you change about our services?
15. What else would you like to tell us about CCECM's customer service?

OPTIONAL Your name _____

Do you wish to be called to discuss any of the questionnaire? If so, your telephone number and the best times to reach you are: