

From: Kester, Tony
To: Theriot, Susan <stheriot@aging.sc.gov>
Date: 8/7/2014 2:34:12 PM
Subject: FW: Customer Satisfaction Survey - Response Requested

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From: Jefferson, Irene - ETA [mailto:jefferson.irene@dol.gov]
Sent: Tuesday, August 05, 2014 5:56 PM
To: Grant, Pamela
Cc: Kester, Tony; Graham, Dana - ETA CTR
Subject: Customer Satisfaction Survey - Response Requested

Good Afternoon Pam,

We have not received a response from you in regards to your agency's Customer Satisfaction Surveys. I hope that you have read the initial email below, that was sent July 2nd. Since we have not heard from you, is it safe to say that you want us to use last year's information for the surveys this year? It is imperative that you respond to us by **COB tomorrow, August 6, 2014**. Just drop us a quick email and let us know.

The participant and host agency customer satisfaction surveys for PY 2014 are tentatively scheduled to be mailed in early September 2014. The mail house will use the same process as prior years. The cover letters will be printed on each grantee's stationery and will be "signed" by each grantee's director or other official. The return address on the mailing envelope will be that of the grantee.

We attached files containing your materials from last year (PY 2013), including your letterhead, signature, name of grantee for body of cover letter, and return address. If you wish to change any of these, you must do so **now**. If you do not need to make any changes, please tell us so.

Time is running out if you wish to change your letterhead, please send an electronic copy of the art work to Dana Graham (graham.dana@dol.gov). By electronic copy, we mean a Microsoft Word or Adobe Portable Document Format (.pdf) file. Do not scan your letterhead. If you do not have an electronic copy, please send three hard copies of your letterhead to us here at the National Program Office.

Thanks so much for your prompt cooperation.

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