

User Satisfaction Survey 2007 (08/10/2007)

Dear Colleagues and Students,

Aiming at assessing the degree of our users' satisfaction with the administrative services/facilities being provided by the University as well as enabling the units concerned to plan for continual service improvement, please be informed that the university-wide "**User Satisfaction Survey 2007**" will start in the next few days.

The previous survey was conducted in 2005. This year, the survey scope will include the administrative services of the 4 Independent Academic Units (CCE, CMS, ELC and ICMS). The methods for conducting the survey activities are as follows.

For administrative/academic staff: *Online survey* will be implemented this year. Each colleague will receive an email from survey@umac.mo with a unique link for the questionnaire. Please be reassured that all information received will be used for the analysis in this survey only and will be kept confidential.

For students: The survey will be conducted through "telephone interviews" **from October 15**. During the survey period, the helpers employed for this project will phone the students who are randomly selected by computer. All students who successfully respond to the entire survey will automatically enter into a lucky draw and could be a winner of a MOP 200 book coupon. The result of the draw will be announced in November.

We strongly believe that your support and kind cooperation will lead to the success of the survey project. Thank you very much!

Best regards,
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University Librarian
Project Leader, User Satisfaction Survey 2007