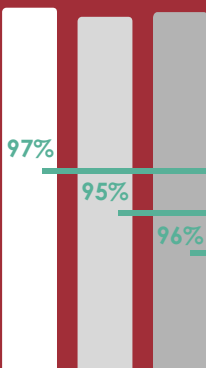


2018 CUSTOMER FEEDBACK SURVEY RESULTS

In October 2018, EH&S conducted its third annual customer survey.

208 Participants

61% Work in Cambridge
36% Work in Longwood
41% Work in Labs
32% Work with Buildings & Facilities
9% Work for University Administration



• EH&S IS ACCESSIBLE WHEN CONTACTED

• EH&S IS RESPONSIVE WHEN NEEDED

• EH&S' TECHNICAL COMPETENCE MEETS EXPECTATIONS



EH&S CONTACT

25% More than 4x/Month
45% 2-3X/Month
30% Less than 2x/Month



95% of participants agreed that EH&S helped resolve their needs/issues.

95% of participants agreed that EH&S works in a collaborative manner.

97% of participants rated EH&S services as good, very good or excellent.

IN 2019, EH&S SERVICES WILL CONTINUE TO SUPPORT THE UNIVERSITY'S TEACHING AND RESEARCH MISSION BY:



- Remaining focused on customer outreach/collaboration
- Understanding our customers' needs and priorities
- Striving to improve and enhance our communications

