

# You Are Invited to Respond to a...

## Business Customer Satisfaction Survey

To participate in the survey, click:

[Business Customer Satisfaction Survey](#)

Dear Business Customer:

On behalf of the Michigan Rehabilitation Services (MRS)-Business Network Division (BND), Project Excellence at Michigan State University (MSU), an independent third-party program evaluation team, is conducting this employer satisfaction survey.

MRS-BND values your recent involvement with their office and is interested in obtaining feedback on your experiences and level of satisfaction with the services you received. Your input will help them understand what they do well and how they can improve services for business customers.

Your feedback  
is very  
important to  
us!

If you choose to participate, your answers to the questions will be reviewed and analyzed by researchers at MSU, and no information specific to the company or staff who completes the survey will be included in the reports. All information from the surveys will be reported to MRS in an aggregated format. Participation in this survey is completely voluntary. There are no consequences if you choose to not participate.

If you have any questions about the survey, please contact Su Pi at MSU by email: [supi@msu.edu](mailto:supi@msu.edu) or by phone: 517-432-0273.

Thank you for taking the time to complete the survey.

Su Pi, Ph.D.  
Project Director, Project Excellence

To participate in the survey, click:

[Business Customer Satisfaction Survey](#)