



Wednesday, 21 December 2005

Dear Hedley,

I just wanted to write and thank you personally for the recent trial of Survey Innovation software that Student Union Surveys provided.

It proved to be an extremely simple and successful way of conducting a survey about our facilities and events providing some invaluable data from our members about levels of satisfaction as well as some very useful suggestions for improvement.

I was particularly impressed with the quality and level of support I received from you throughout the process from compiling the questionnaire to putting it online and gathering results. I appreciated you being available whenever I needed help or support and also making the effort to call and check that I was completely satisfied with the service I was getting from your organisation.

I found the software extremely simple to use with some excellent features including filters on questions to make the survey more efficient and less time consuming for respondents, the ability to monitor feedback as it came in and a very simple, easy process for producing reports after the survey was closed.

The Survey Innovation software and your support have greatly reduced the amount of time I have had to spend on a project with extremely tight deadlines and I will certainly be looking at using your services again with a number of market research projects I need to carry out in 2006

Yours truly

Martin John
(Marketing Manager, University of Teesside Students' Union)