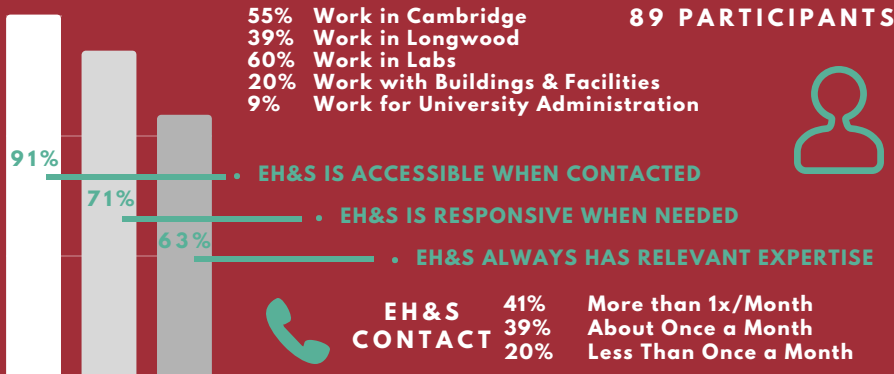


2016 CUSTOMER FEEDBACK SURVEY RESULTS

In November 2016, EH&S conducted its second annual customer survey.



98% of participants agreed that EH&S helped address their needs/issues.

97% of participants consider EH&S to be a partner of their school or department.

96% of participants rated EH&S services very good to excellent.

IN 2017, EH&S WILL CONTINUE TO:



- Increase Services
- Improve Communication
- Understand Customer Priorities
- Develop the Harvard Training Portal

LOOKING FORWARD

