Office of Information Technology
Suggestion/Complaint Form

Customer Information
*Required Information

* First Name [   ]   Last Name [   ]

* Email [   ]   * Phone [   ]

*Status   ☐ Student   ☐ Faculty   ☐ Staff   ☐ Alumni   * Date [   ]

The Office of Information Technology's Mission is: "To provide the Drake community with the information technology leadership, services and support needed to achieve the University's goals". We believe in maintaining a proactive relationship with our constituents and seek to continue developing the best services possible. If you have a SUGGESTION or a COMPLAINT concerning OIT's services, we would appreciate your input. Please check the type of service and whether your comments are offered as a suggestion or a complaint. Use the description box to provide as much detailed information as possible. If it is a complaint, please include what steps you have already taken to resolve the issue, if any. The Chief Information Officer will respond to you via email within 48 hours.

Is this a ☐ Suggestion   or would you like to register a   ☐ Complaint

Please select a service provided by OIT:

☐ BlackBoard	☐ BlueView	☐ Campus Information Services	☐ Desktop Services
☐ Email	☐ Help Desk	☐ Instructional Technology	☐ MYDUSIS
☐ Network	☐ Calendaring	☐ Telephones	☐ Other

Description:
[   ]

Click the Print button to Print a copy of this form for your records

Click the Submit button to send this form to the CIO