

Department of Business Services

Travel Services

DIVISION OF ADMINISTRATIVE AFFAIRS
University of Maryland

SERVICE EVALUATION FORM

The University of Maryland Department of Business Services (DBS) routinely conducts surveys to evaluate customer satisfaction with DBS units and vendors that provide service to the University. DBS records indicate that your office makes arrangements for official University travel for you or others. Your feedback is requested regarding the DBS Travel Services unit and the University's contract travel agencies, Omega World Travel and Travel-On. Please assist us by completing the form below. You may also add additional comments if you would like to provide further information. Thank you for your assistance.

Name _____ Department _____

Email _____ Date _____

Please circle the number that best represents the level of service provided.

	Below Expectations	Meets Expectations	Exceeds Expectations	Outstanding
Overall satisfaction with service:				
Travel Services	1	2	3	4
Globetrotter	1	2	3	4
Omega World Travel	1	2	3	4
Travel-On	1	2	3	4
Overall Knowledge of Representatives:				
Travel Services	1	2	3	4
Globetrotter	1	2	3	4
Omega World Travel	1	2	3	4
Travel-On	1	2	3	4
Timely Responsiveness:				
Travel Services	1	2	3	4
Globetrotter	1	2	3	4
Omega World Travel	1	2	3	4
Travel-On	1	2	3	4
Quality and Appropriate Quantity of Information and Options Provided:				
Travel Services	1	2	3	4
Globetrotter	1	2	3	4
Omega World Travel	1	2	3	4
Travel-On	1	2	3	4
Ease and Usefulness of online systems:				
Travel Services (Travel Approval Expense Statements, Travel Card Log)	1	2	3	4
Globetrotter	1	2	3	4
Omega World Travel Online	1	2	3	4
Travel-On Online	1	2	3	4
Pricing:				
Globetrotter	1	2	3	4
Omega World Travel	1	2	3	4
Travel-On	1	2	3	4

Additional Comments: _____

Once completed, please fold and staple this form and return it to the Department of Business Services via campus mail.
 For further information or questions, please contact Maria Goodlatte at extension 59271.