

Jack in the Box Inc. – Information Systems Department

## Restaurant Technical Support Survey



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Greetings!

Over the next few years, the Information Systems (IS) department at the Jack in the Box Corporate Support Center will be developing a new helpdesk structure. As such, the IS department management team is interested in learning more about your expectations for technical support. The information we gather from this survey will help us make decisions about this new helpdesk structure, as well as to improve the quality of technical support that we provide to you.

Please be aware that I am conducting this survey as a graduate student at San Diego State University. Although you will be asked to provide your area number or restaurant number, I will **NOT** share that information with anyone at Jack in the Box. I will replace your location numbers with your region number so we can analyze the data by operating region--however, because our alignment may change during the time we conduct this survey, I am asking for your area number or restaurant number to make sure I eventually assign the correct region number.

**Participation in this survey is strictly voluntary.** You are under no obligation to take this survey--and your decision whether to participate will **not** affect your employment status in any way. If you do choose to participate, please answer the questions on this survey as accurately and honestly as possible. Your feedback will help the IS management team with their efforts to provide more effective and satisfactory service to you.

The survey may require up to an hour to complete, depending on the speed of your internet connection. Please wait for each section to load completely before starting to answer the questions.

Thank you for taking the time to participate! When you are ready to begin, click [here](#).

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