



**AMERICAN FEDERATION OF GOVERNMENT EMPLOYEES  
NATIONAL VETERANS AFFAIRS COUNCIL #53**  
Affiliated with the AFL - CIO  
**Mid-Term Bargaining Committee**

**Oscar L. Williams Jr., Chair**  
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**Willie Haywood, Member**  
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17706 Garden Blvd.  
Cleveland, OH 44128

February 14, 2011

Leslie Wiggins, Deputy Assistant Secretary  
Office of Labor Management Relations (LMR)  
Department of Veterans Affairs  
810 Vermont Avenue, N.W.  
Washington, D.C. 20420

Subject: VA Office of Information & Technology Customer Satisfaction Survey

Dear Ms. Wiggins:

The National VA Council #53 is approving the VA OI&T Customer Satisfaction Survey within the Department. Please provide the NVAC with a copy of the results once completed. Please call me at (217) 554-4866 if you have any questions.

Sincerely,

Oscar L. Williams, Jr.  
Chairperson, Mid-Term Bargaining Committee  
2<sup>nd</sup> Executive Vice President  
National VA Council #53

cc: Alma L. Lee, President National VA Council #53  
Executive Committee, NVAC

**AFGE: Good Government We Are Ready**