

Customer Satisfaction Survey

Facilities Planning & Management

The Facilities Planning and Management department is committed to providing quality customer service throughout the university. One component of this commitment is the desire to seek and act on feedback from our customers on a routine basis. Please take a moment to complete this survey so that we can continue to improve our service and meet your needs.

For which Facilities Planning and Management Services are you responding?

- Facilities Administration (Customer Service, Financial, Human Resources)
- Facilities Design and Construction (Design & Project Management of Capital Projects)
- Facilities Management (Building Trades, Construction, Custodial, Landscape, Transportation, Recycling, Warehouse)
- Facilities Planning (Feasibility & Environmental Studies, Programming, Plans & Blue Prints)

To which customer group do you belong?

- | | |
|---------------------|----------------------------------|
| | <i>Auxiliary (please select)</i> |
| Administration | |
| Faculty | ASI |
| Staff | Foundation |
| Student | Housing |
| Lease of Facilities | I-Poly |
| Scheduled Event | Kellogg West |
| Other | Parking |
| | Telecom |

Please circle the number that corresponds to your impression following your recent job or experience with Facilities Planning & Management personnel. Circling a "1" indicates that you strongly disagree with the statement to the left, a "5" that you strongly agree.

	Strongly Disagree					Strongly Agree	
Communicated Effectively	1	2	3	4	5		
Was courteous and professional	1	2	3	4	5		
Operated and performed in an organized and timely manner	1	2	3	4	5		
Provided quality service	1	2	3	4	5		
Demonstrated knowledge and confidence	1	2	3	4	5		
Met my expectations	1	2	3	4	5		

Comments

Please feel free to add any comments or specific concerns or compliments you may have for the department.
