

**HOW ARE WE DOING?**

Physical Facilities – In-House Design & Construction

Please help us evaluate the level of in-house construction services we provide to you. We strive to satisfy your needs and meet your expectations. Your response to this questionnaire will help us achieve this goal.

Date of Service: \_\_\_\_\_ Work Order # \_\_\_\_\_ FPIN# \_\_\_\_\_

Description of Work: \_\_\_\_\_

Building \_\_\_\_\_ Floor \_\_\_\_\_ Room # \_\_\_\_\_



**Timeliness:**

-Did your completed project design & estimate meet your timeline expectations?

-Was your project construction completed timely, minimizing disruption and loss of productivity in your area?

**Quality:**

-Were you satisfied with the quality of the completed work (including design, construction and functionality)?

-Was the project site maintained in a clean and orderly manner?

**Cost:**

-Do you view the completed project as value-added?  
(project cost vs. delivered construction)

**Communication:**

-Was the communication throughout your project effective and acceptable?

If not, when was communication lacking?

Design phase?

Construction phase?

Other?

Please specify \_\_\_\_\_

Overall comments regarding our services: \_\_\_\_\_

(Helpful Information)

Your Name: \_\_\_\_\_ Today's Date: \_\_\_\_\_

Phone: \_\_\_\_\_ Building: \_\_\_\_\_ Room: \_\_\_\_\_

Please check here \_\_\_\_\_ if you would like a follow up call. Thank you for taking the time to complete this questionnaire.

**Martha May, Sr. Director – Buildings & Grounds 49-40930**

Return via campus mail to PFSB or fax 49-61137

**HOW ARE WE DOING?**  
Buildings & Grounds – Operations & Maintenance

Please help us evaluate the level of maintenance we provide to you. We strive to satisfy your needs and meet your expectations. Your response to this questionnaire will help us achieve this goal.

Date of Service: \_\_\_\_\_ Work Order # \_\_\_\_\_ FPIN# \_\_\_\_\_

Description of Work: \_\_\_\_\_

Building \_\_\_\_\_ Floor \_\_\_\_\_ Room # \_\_\_\_\_

 

**Timeliness:**

Did your completed repair/service call meet your timeline expectations?

Was your repair/service call completed timely, minimizing disruption and loss of productivity in your area?

**Quality:**

Were you satisfied with the quality of the completed work?

Was the project site maintained in a clean and orderly manner?

**Cost:**

Do you view the completed project as value-added?  
(cost vs. delivered service)

**Communication:**

Was the communication throughout your work effective and acceptable?

Overall comments regarding our services: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

(Helpful Information)

Your Name: \_\_\_\_\_ Today's Date: \_\_\_\_\_

Phone: \_\_\_\_\_ Building: \_\_\_\_\_ Room: \_\_\_\_\_

Please check here \_\_\_\_\_ if you would like a follow up call. Thank you for taking the time to complete this questionnaire.

**Martha May, Sr. Director – Buildings & Grounds 49-40930**

Return via campus mail to PFSB or fax 49-61137

Campus  
Mail  
Only

Martha May  
Senior Director, Buildings and Grounds  
Physical Facilities Service Building - PFSB