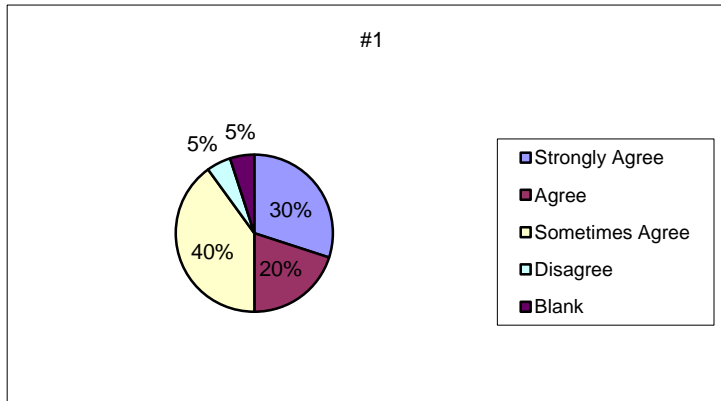


# Customer Satisfaction Survey Facilities Department Fall 2008

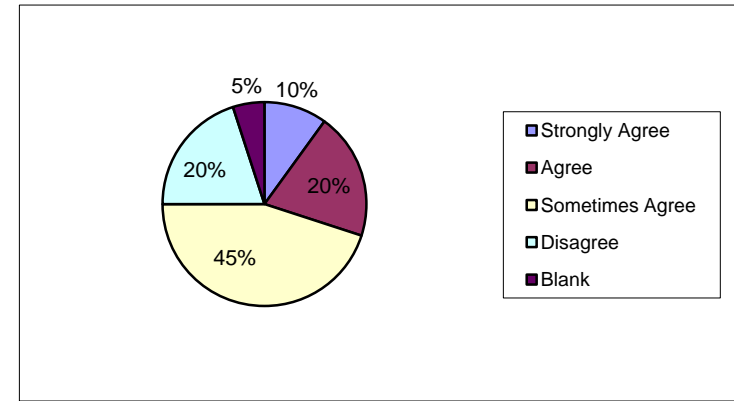
**#1 The Facilities Department staff responds quickly and professionally to work orders/requests**

Strongly Agree 12    Agree 8    Sometimes Agree 16    Disagree 2    Blank 2



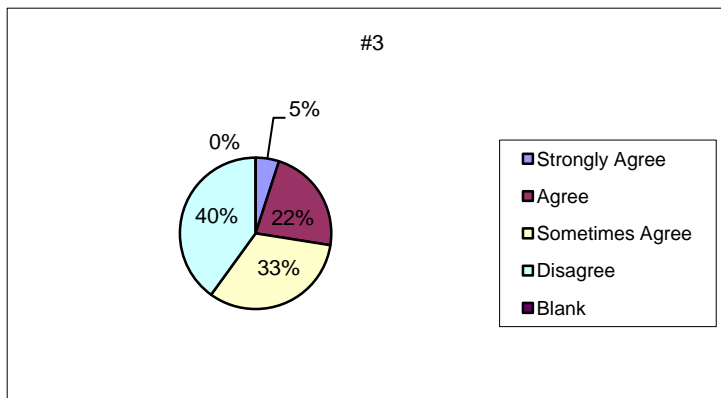
**#2 I am satisfied with the current level of custodial care for my building, classroom or office.**

Strongly Agree 4    Agree 8    Sometimes Agree 18    Disagree 8    Blank 2



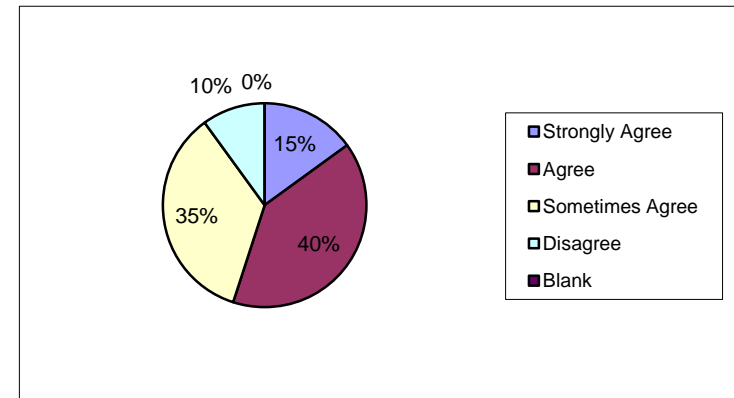
**#3 I am satisfied with the current level of custodial care for campus restrooms, including cleaning and stocking**

Strongly Agree 2    Agree 9    Sometimes Agree 13    Disagree 16    Blank 0



**#4 I am satisfied with the current level of grounds care for the lawns, shrubs, trees and planter beds**

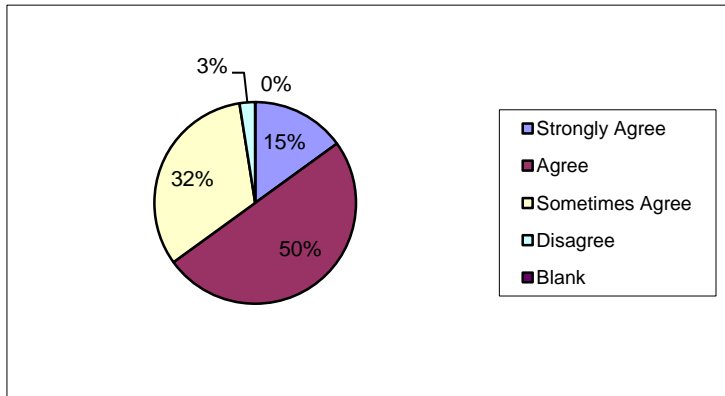
Strongly Agree 6    Agree 16    Sometimes Agree 14    Disagree 4    Blank 0



## Customer Satisfaction Survey Facilities Department Fall 2008

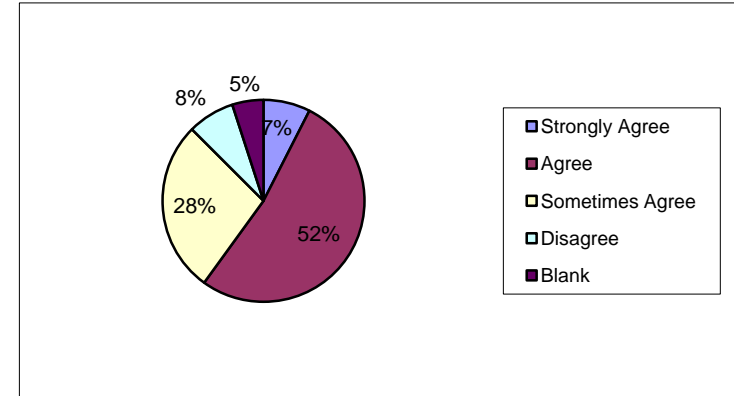
**#5** Parking lots are well-marked; sidewalks and parking lots are free of trash and safety hazards

Strongly Agree 6    Agree 20    Sometimes Agree 13    Disagree 1    Blank 0



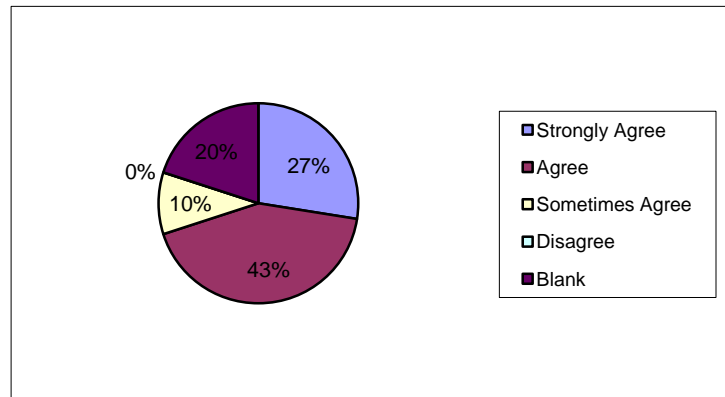
**#6** Campus mechanical systems function well and rarely cause disruption to classes or services

Strongly Agree 3    Agree 21    Sometimes Agree 11    Disagree 3    Blank 2



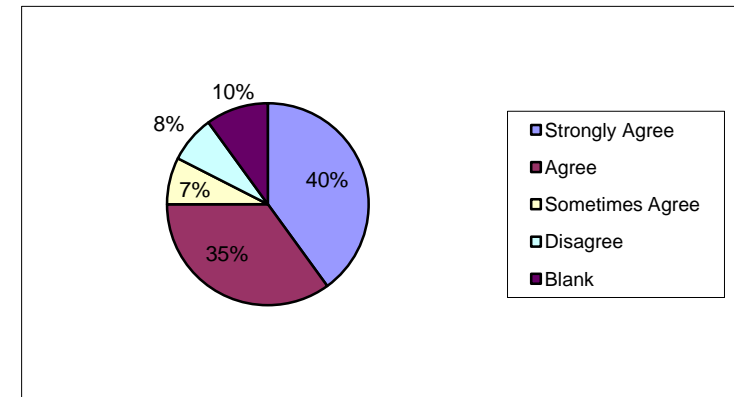
**#7** Event set-ups are completed according to specifications and in a timely manner

Strongly Agree 11    Agree 17    Sometimes Agree 4    Disagree 0    Blank 8



**#8** I fully understand the process for submitting a work order/request

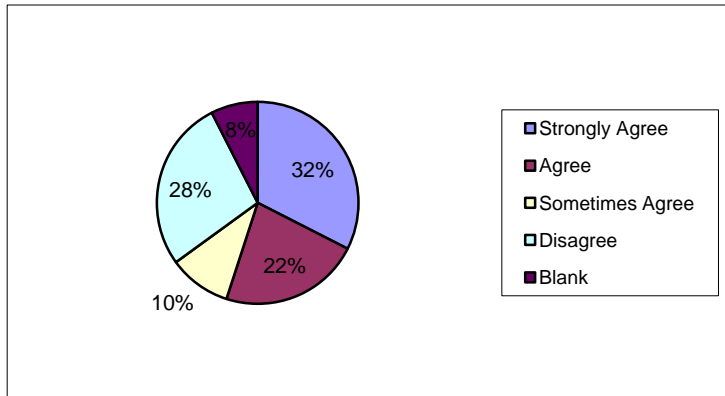
Strongly Agree 16    Agree 14    Sometimes Agree 3    Disagree 3    Blank 4



## Customer Satisfaction Survey Facilities Department Fall 2008

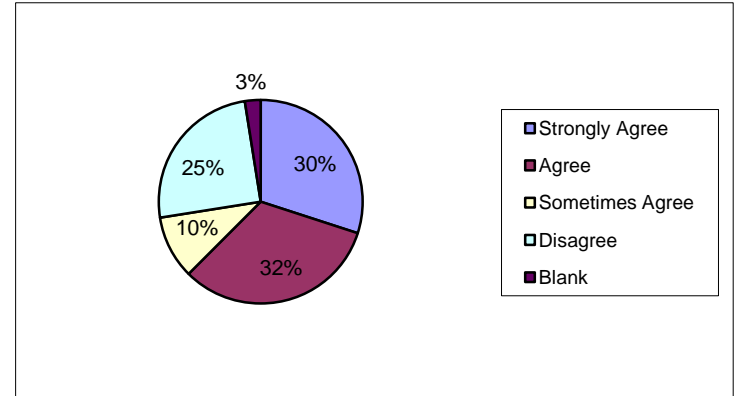
**#9 The Footprints link has been bookmarked on my computer and I know how to use it to submit a work**

Strongly Agree 13    Agree 9    Sometimes Agree 4    Disagree 11    Blank 3



**#10 I know how to contact Facilities Department staff in the event of a facilities-related emergency**

Strongly Agree 12    Agree 13    Sometimes Agree 4    Disagree 10    Blank 1



**#11 Construction and projects that could impact classes and work areas are well-timed and communicated**

Strongly Agree 9    Agree 12    Sometimes Agree 9    Disagree 10    Blank 0

