



Environmental Services | Health Science Campus

Customer Satisfaction Survey

Office of Administration
Facilities & Construction

Please take the time to fill-out and return this survey. Your honest feedback is critical for the development of efficient systems for the effective delivery of our services.

Name (Optional): _____ Date: _____

Title: _____ Dept: _____ Building: _____ Floor: _____

Please rate your service using the following scale:

5 – Outstanding 4 – Very Satisfied 3 – Satisfied 2 – Room for Improvement 1 – Not Satisfied

PERSONNEL

1. Courtesy of the staff	5	4	3	2	1
2. Response to requests for service	5	4	3	2	1
3. Willingness of staff to cooperate	5	4	3	2	1
4. Overall opinion of the staff	5	4	3	2	1

Comments: _____

PERFORMANCE

1. Cleanliness of public areas <i>(restrooms, waiting rooms, cafeteria, lobby)</i>	5	4	3	2	1
2. Cleanliness of campus in general	5	4	3	2	1

Comments: _____

3. Cleanliness of patient rooms/exam rooms/offices	5	4	3	2	1
--	---	---	---	---	---

Comments: _____

GENERAL COMMENTS

What suggestions do you have to improve the environment within the patient care areas (patient rooms, exam rooms, units, etc...)? _____

What suggestions do you have to improve the non-patient areas areas (public areas, restrooms, academic areas, cafeteria, break rooms, waiting rooms, etc ...)? _____

What suggestions do you have to improve the campus environment with regards to recycling? _____

In your opinion, how are we doing this year compared to last? _____

Please return your completed survey to:
Arlene Fell, Director of Environmental Services | MS 216 – Fax: 419.530.1401