

CUSTOMER ENGAGEMENT & SURVEYS STRATEGIC TEAM



TEAM MEMBERS

- **LISA CURRAN – DIRECTOR DIVISION BUSINESS OPERATIONS**
- **ERICA VAZQUEZ – PROGRAM DIRECTOR 1**
- **GARY WORLDS – SKILLED TRADES TECHNICIAN 3**
- **BRADLEY SCHMIDT – CONSTRUCTION PROJECT MANAGER**
- **EDGAR BANDA – FACILITIES PLANNER**
- **ARTURO MOLINA – FACILITIES MANAGEMENT ZONE SUPERVISOR**
- **DWIGHT BRADLEY – ASST. DIRECTOR CUSTOMER SERVICE**

Purpose: To find ways to improve customer service, internally & externally, along with methods for improved customer engagement. Developing ideas to accomplish these tasks and implement them into the current Facility Services plan.

Objectives:

1. Create better work order survey questions to allow for better customer data collection.
2. Present a process for data/information pipeline from customer to shops/technician(s).
3. Find a place for customer engagement options outside of work order survey(s).

Survey questions task: Customer response to FS services

- Current questions sent after WO is completed.

- Customer answers ranked from Strongly Satisfied to Strongly Dissatisfied
 - Are you satisfied with the Facilities technician that performed the work?
 - Are you satisfied with the work that was performed?
 - Are you satisfied with the communications from Facilities regarding status, problems and progress of your Work Order?
 - Are you satisfied with the timeliness of Facilities' response to your Work Order?
 - Overall, are you satisfied with your customer service experience?
 - Please provide us with any additional comments or suggestions.

BETTER QUESTIONS, BETTER ANSWERS

1. Which of the Four Ways to FIXIT did you use to initiate your service Request?

- Call
- Email
- Text
- Online (AccessUH)

2. What was/is your level of satisfaction with the FIXIT Process?

3. How satisfied are you with the work that was performed?

4. Are/were you satisfied with the communications regarding the status, problems and progress of your Work Order?

5. Overall, are you satisfied with your customer service experience?

6. Please provide us with any additional comments or suggestions. (Text Box)

STRATEGIC TEAMS NEXT OBJECTIVE(S):

EDUCATION AND ENGAGEMENT POTENTIALS FOR THE GREATER UH CAMPUS. HELPING THE COMMUNITY UNDERSTAND THE SERVICES WE PROVIDE AND HOW TO ACCESS THEM. GROWING OUR VISIBILITY AND EFFECTIVENESS.

NEXT PRESENTATION: ENGAGEMENT TACTICS

BRADLEY, ERICA, EDGAR

QUESTIONS???