

From: [Facilities IT Department](#)
To: [Dang, Lawrence](#)
Subject: We would love your feedback!
Date: Tuesday, November 15, 2022 2:39:10 PM

Dear Requestor:

Your work order WO021562 has been completed.

Please complete the short survey below regarding your work order so that Facilities Services can better serve you in the future.

Follow this link to the survey:

https://universityofhouston.iad1.qualtrics.com/jfe/form/SV_dcXV3n77Gd57Gxo?ReadyNum=17401&WONumber=WO021562&Bldg=0585

Here is a brief description:

ReADY Request #: 17401
Work Order #: WO021562
Work Order Description: ROOM IS TOO COLD - E&G-CU-A2
Test
Building: 0585

For complete details of your work order, please visit FIXIT through the AccessUH portal. For any additional questions, please contact the Facilities Customer Service Team at 713.743.4948 or fixit@central.uh.edu. Please do not reply to this message.

Thank you,
Your Facilities Customer Service Team



Work Order Satisfaction Survey

As our valued customer, we ask that you answer the following questions regarding our service delivery. The results will be analyzed and used to identify areas of customer satisfaction and focus on areas that need improvement.

ReADY Request Number:	17401
AiM Work Order Number:	WO021562
Building Number:	0585

Please enter your name

Please enter a contact number

Please enter an email address

Which of the Four Ways to FIXIT did you use to initiate your Service Request?

- Call
- Email
- Text
- Online (Access UH)

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

- Strongly Satisfied

- Satisfied
- Neutral
- Dissatisfied
- Strongly Dissatisfied

How satisfied are you with the work that was performed?

- Strongly Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Strongly Dissatisfied

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

- Strongly Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Strongly Dissatisfied

Overall, are you satisfied with your customer service experience?

- Strongly Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Strongly Dissatisfied

Please provide us with any additional comments or suggestions.

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