UT POLICE ACCESS CONTROL
FY 2007-2008 CUSTOMER SURVEY

We would like to find out what type of job you think we are doing, and what kind of things we might do to serve you better.

1. How well informed are you in the following areas? (Please circle one number for each item listed)
   a. Procedures on how to request Repairs for Doors & Locks
   b. Procedures on how to request Lock Re-Coring
   c. Procedures on how to request and remove Access
   d. Procedures on how to work with UT Police on ID cards
   e. Procedures on how to request Background and other checks

2. How would you rate our performance in the following areas? (Please circle one number for each item listed)
   a. Processing of Key Requests
   b. Processing of Access Requests
   c. Processing of Background and other Check requests
   d. Processing of Lock and Door Work Orders
   e. Knowledge of our Job
   f. Courteous Phone Service
   g. Willingness to help with questions and problems
   h. Taking the time to explain in a way you can understand

3. How well does the UT Police service your overall needs as it pertains to Keys, IDs, Repair and Background Checks?
   Please circle one number for each item listed

4. Please list three (3) areas you think we are doing well.

____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________

5. Please list three (3) areas you feel we could improve.

____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________

Name: ________________________________________________________________  Department: ________________________________________________________________
Phone: ______________________

Please return to UT Police by: ______________________________