



**Post Occupancy  
Building Satisfaction Survey  
Facilities Planning and Development**

Project: \_\_\_\_\_

Campus: \_\_\_\_\_

Project Manager: \_\_\_\_\_

*We want to hear from you! As part of our effort to assure that Facilities Planning continues to meet your needs, please take a few minutes to fill out this survey. We exist to plan safe, functional and attractive facilities, provide them on time, on budget with long-term value to our users and the District. We always try to improve what we do and would appreciate your confidential feedback on this project. Please take a couple of minutes to fill out this survey and return it to the Director, Facilities Planning and Development at District Office. If your experience was unsatisfactory or expertise was only "Somewhat effective" or "Not effective", please tell us why and what you think that we can do to improve our service. If you have any questions, please contact us at extension 1-8230. **Thank you!***

If you'd like to be contacted to discuss your comments or discuss an issue, please check this box  and provide your name and telephone extension number here \_\_\_\_\_

I am:  Faculty (only teaching in the building)  Faculty (teaching & office in the building)  
 College administration or staff  College M&O  Facilities Planning  Outside Consultant

I'm filling this survey in at:  original occupancy  a year or more after original occupancy of the project

**General comments and perceptions**

Do you feel that the project was delivered on time and on budget?  Yes  No If no, why?

How effective was your project manager in verbal and written communication with you?  
 \_\_\_ Very effective \_\_\_ Effective \_\_\_ Somewhat effective \_\_\_ Not effective (why?)

How effective was your project manager in communicating the requirements of the project schedule and budget to you?  
 \_\_\_ Very effective \_\_\_ Effective \_\_\_ Somewhat effective \_\_\_ Not effective (why?)

How timely was the project manager with responses to your questions and concerns?  
 \_\_\_ Very timely \_\_\_ Timely \_\_\_ Somewhat timely \_\_\_ Slow (why?)

Considering your original education specifications, what percentage of your goals was achieved on this project?  
 \_\_\_ 100% or more \_\_\_ 90% \_\_\_ 80% \_\_\_ 70% \_\_\_ 60% \_\_\_ 50% \_\_\_ Less than 50% (why?)

What procedures could the District (regulations, guidelines, etc.) and Facilities Planning (budget formats, schedules, meetings, etc.) change to make developing, designing, constructing or managing projects more effective and responsive to you?

**Please rate the following on a scale of 1 (very satisfied) to 5 (very dissatisfied) by circling your response:**

<u>Room or use function or utility</u>	(very satisfied)			(very dissatisfied)	
Classroom size	1	2	3	4	5
Classroom function (shape, orientation, furniture, etc.)	1	2	3	4	5
Other room size	1	2	3	4	5
Other room function	1	2	3	4	5
Circulation and student "social space"	1	2	3	4	5
Building finishes	1	2	3	4	5
Room acoustics	1	2	3	4	5
Plumbing systems	1	2	3	4	5
Air conditioning, ventilation and mechanical systems	1	2	3	4	5
Lighting (quality, switching, natural light availability or control)	1	2	3	4	5
Audio/visual systems	1	2	3	4	5
Signage	1	2	3	4	5

(Survey continues on the back of this page)

**Design and construction issues**

(very satisfied)

(very dissatisfied)

Building turnover (operation and maintenance information, etc.)	1	2	3	4	5
Quality of construction and materials of the building	1	2	3	4	5
Contractor response to warranty issues	1	2	3	4	5
Building expectations (spatial, visual, programmatic)	1	2	3	4	5
Building punch list (number, significance and completion of items)	1	2	3	4	5
Ease of cleaning or maintenance of the project area	1	2	3	4	5
<b>Overall satisfaction with the facility</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>

What do you like best or what works best about the project?

What do you like least or works poorly/not at all about the project?

If I could change one thing about this project, I would change...

Was the final result what you envisioned? Why or why not?

**If you were part of the college's planning team for this project, please rate or respond to the following:**

Satisfaction with the architect and the design team	1	2	3	4	5
<i>Would you use this architect again? Yes No</i>					
Satisfaction with the contractor	1	2	3	4	5
<i>Would you use this contractor again? Yes No</i>					

***You can write any additional comments below. Thank you for participating in this survey!***

*Master Forms/Miscellaneous Forms/Satisfaction Survey*

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*Fold and tape closed*

***TO: Director, Facilities Planning and Development  
District Office***