

Community Design Solutions
INITIAL CLIENT SATISFACTION SURVEY

CLIENT:	_____
PROJECT:	_____
PROJECT DATES:	_____

Hello. Thank you for giving us the opportunity to work with you on the above project. We hope you will take a few minutes to complete this client satisfaction survey. If you have questions at any time about the survey or the procedures, you may contact: Susan Weistrop at 414-229-6165 or by e-mail: susatrop@uwm.edu. Thank you very much for your time and input.

GENERAL (Please check all that apply)

1. Why did you choose to work with CDS?

- Had satisfactory collaboration with CDS previously
- Cost/service fee is reasonable
- Quality of Service
- Professionalism
- Trustworthiness
- Easy to work with
- Quick response
- Other:

2. Did your group benefit from CDS service?

- Yes
- Did not benefit
- Difficult to decide
- Too soon to decide

3. If your group benefited from working with CDS, select all that apply.

- Helped in concretizing your vision/ objectives
- Fundraising
- Improved the appearance of the physical environment
- Improved the safety of the environment
- Economic revitalization of the neighborhood
- Improved networking
- Facilitated the planning/ design process
- Facilitated approval procedures
- Design education
- Other:

SATISFACTION WITH QUALITY OF SERVICE

4. Please rate your level of satisfaction of the following aspects of our service.

	Very Dissatisfied	Dissatisfied	Average	Satisfied	Very Satisfied
Level of Professionalism	-----	-----	-----	-----	-----
Level of support extended to you/ interest taken in your cause	-----	-----	-----	-----	-----
Time taken to deliver the service	-----	-----	-----	-----	-----
Service fee incurred, if any	-----	-----	-----	-----	-----
Quality of the final product	-----	-----	-----	-----	-----
Usefulness of the service for your purposes	-----	-----	-----	-----	-----
Overall Satisfaction	-----	-----	-----	-----	-----

5. What suggestions do you have for improving CDS services?

6. Would you be interested in working with CDS again?

- Yes
- No

If Yes, on what type of projects would you want to work with us?

7. What is your estimate of the monetary value of the service that CDS provided to you?

8. What funds did you receive that were directly related to the service CDS provided to you?

EVALUATION OF STUDENT DESIGN TEAM

9. If you worked with our student design team, please rate their performance.

	Poor	Satisfactory	Excellent	Difficult to evaluate
Understood the job/task	-----	-----	-----	-----
Courteous and professional demeanor	-----	-----	-----	-----
Open to suggestions/ critiques	-----	-----	-----	-----
Attentive to your concerns	-----	-----	-----	-----
Clearly indicated the scope of CDS service	-----	-----	-----	-----
Understood your vision/objectives	-----	-----	-----	-----
Trustworthy	-----	-----	-----	-----
Clearly explained the outcome of the project	-----	-----	-----	-----
Provided creative solutions	-----	-----	-----	-----
Overall Evaluation	-----	-----	-----	-----

10. What steps, if any, can we take to improve the performance of the student design team?

EVALUATION OF THE FINAL PRODUCT

11. Please rate your level of satisfaction of the final product delivered to you.

	Very Dissatisfied	Dissatisfied	Average	Satisfied	Very Satisfied
Usefulness of the type of product (drawings,					

models, reports, audio-visual presentations, etc) given to you	-----	-----	-----	-----	-----
Final product was informative and clear	-----	-----	-----	-----	-----
Final product was legible/comprehensible	-----	-----	-----	-----	-----
Final product adequately served your purpose	-----	-----	-----	-----	-----
Number of copies given to you was adequate	-----	-----	-----	-----	-----
Professional appearance of the final product	-----	-----	-----	-----	-----
Overall Satisfaction	-----	-----	-----	-----	-----

12. Do you have any suggestions for improving the quality/usefulness of presentation material?

13. Would you be interested in participating in a follow-up survey about the progress of the project after six-months?

- Yes
- No

COMPLETED BY: **DATE:**

Thank you very much. We value your opinion and cooperation. Please return this survey to:

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