FPM Service Request System Update

As of January 11, 2018, 1,780 service requests have been submitted with 1,525 completed.

FPM launched the new service request system in late October. The move from InSite to TeamDynamix not only made sense financially but it provided the framework for a unified tracking service across campus. This changeover fell in-line with Drake’s Continuous Improvement Plan of continually examining campus processes.

The new system aims to support FPM commitments below issued last October in response to the Administrative Service Survey.

1. Ensure that FPM meet the promised response and resolution timeframes.
2. Collaborate to find reasonable and supportable long-term solutions.
3. Strive to understand issues and requests before beginning work.
4. Confirm the request was completed to your satisfaction and in a professional manner.
5. Improve communication related to project schedules and staffing.
6. Work as a team to provide facility-related services on behalf of Drake.

These commitments assure we achieve our Scorecard objectives.

Another measure that we plan to provide annually are our Satisfaction and Performance Survey Results provide through TeamDynamix.

Below are our current results:
FPM Satisfaction Survey Results

I am satisfied with the quality of service I received from the FPM staff resolving my request.

- Strongly Agree: 76%
- Agree: 19%
- Neutral: 4%
- Disagree: 1%
- Strongly Disagree: 0%

FPM Performance Survey Results

FPM staff are courteous

- Strongly Agree: 82%
- Agree: 16%
- Neutral: 2%
- Disagree: 0%
- Strongly Disagree: 0%

FPM staff are professional

- Strongly Agree: 82%
- Agree: 16%
- Neutral: 2%
- Disagree: 0%
- Strongly Disagree: 0%
FPM staff are knowledgeable

- Strongly Agree: 78%
- Agree: 16%
- Neutral: 2%
- Disagree: 4%
- Strongly Disagree: 0%

FPM staff respond to my requests in a timely manner

- Strongly Agree: 82%
- Agree: 11%
- Neutral: 4%
- Disagree: 2%
- Strongly Disagree: 0%

FPM staff resolve my request without errors

- Strongly Agree: 78%
- Agree: 18%
- Neutral: 2%
- Disagree: 2%
- Strongly Disagree: 0%
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