

Service Levels for Customer Relations & Communications (CRC)

Services Provided

- **Customer Relations**
 - Liaison between F&S, internal and external stakeholders
 - Customer inquiry and complaint resolution
 - Biweekly email updates
 - Annual training and meetings for campus Facility Liaisons
 - Customer forums and open houses
 - Infrastructure incident notifications

- **Communications (External)**
 - Construction project and service work communications
 - F&S Insider (quarterly magazine)
 - Chancellor's Cabinet (quarterly reports)
 - Executive-level messages
 - Crisis communications
 - Campus massmail messages
 - Eweek and Inews submissions
 - Social media accounts
 - Digital signage
 - F&S website
 - Campus Administrative Manual policies
 - Event coverage

- **Media Relations**
 - First point of contact for all media inquiries involving F&S
 - Informational liaison to the Office of the Chancellor and Public Affairs
 - News releases
 - Vendor/contractor award submissions and marketing materials review

- **Environmental Graphic Design**
 - Architectural
 - Vexilla Banners
 - Identity Standards
 - Interior and Exterior Signage
 - Window Clings
 - Plaques (Retirement, Awards, Memorial)
 - Donor Walls



Service Levels

Immediate Response – Initial outreach/response made within 24 hours*

- Media inquiries
- Incident communications (Power outages, gas odors, water outages, hot/cold issues)
- Customer complaint resolution
- Social media mentions/notifications

High Response – Within one week

- General customer or campus inquiries

Standard Response – A minimum of two weeks**

- Graphic design projects
- Content drafting/ materials production
- Event coverage
- Vendor/contractor award submissions and marketing materials review

**Excludes weekends except in urgent situations*

***More significant projects may even require additional time; requests for projects to be completed inside of the standard notice period (10 business days) will be considered against existing CRC project deadlines, priorities, and availabilities*