Service Levels for Customer Relations & Communications (CRC)

Services Provided

• Customer Relations
  - Liaison between F&S, internal and external stakeholders
  - Customer inquiry and complaint resolution
  - Monthly 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)

Service Levels
Immediate Response – Initial outreach/response made within 24-48 business 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

**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