



Customer Satisfaction Survey

Procurement Services
650 South 13th Street
Indiana, PA
15705-1087
Phone: 724-357-3077
Fax: 724-357-2670
www.iup.edu/procurement/

We hope you enjoyed your Procurement Experience! To help us better serve you, please complete this survey and click on the submit by E-mail button when completed, a box will appear, select the e-mail client, click OK, e-mail will appear click send. If you desire to remain anonymous print the form and mail the form to the Procurement Services Office via interoffice mail. Thank you!

Date of Survey:	
Customer Name (Optional):	
Department (Optional):	
e-mail (Optional)	
Phone (Optional):	
Fax (Optional):	
Procurement Agents Name:	

Procurement Agent responded promptly to my needs.	
Procurement Agent was courteous and professional.	
Procurement Agent was knowledgeable of product or service.	
Procurement Agent explored several options and offered the lowest price according to my needs.	
You were treated with respect by the Procurement Agent.	
Procurement Agent answered my questions and concerns thoroughly.	
Procurement Agent explained regulations and restrictions thoroughly.	
Procurement Agent recommended appropriate alternatives.	
Procurement Agent processed my order in a timely manner.	
Procurement Agent was knowledgeable of the Procurement Process.	
I procure products or services weekly.	
My purchases are usually made with a Procurement Card.	
My overall satisfaction with Procurement Services is high.	

How can we improve?

Thank you for your time and input!