



University Operations

BUSINESS SERVICES – FREQUENTLY ASKED QUESTIONS

Table of Contents

Where can I look at the results of the yearly customer surveys?	2
How can I learn to use Aim?	2
What is the Facilities Manager Program? What is its purpose?	2
What is the difference between a Facility Manager and a Facilities Event Manager?	2
Who is the Facility Manager for my building?	2
Does every building have a Facilities Manager?	2
Do I contact the Facility Manager for Landscape requests as well?	3
How do I know when there are Facility Manager meetings?	3



University Operations

BUSINESS SERVICES – FREQUENTLY ASKED QUESTIONS

Where can I look at the results of the yearly customer surveys?

You can review the results of the most recent as well as past customer surveys on the Business Services [webpage](#).

How can I learn to use Aim?

AiM User Guides have been made available on the Business Services [webpage](#).

What is the Facilities Manager Program? What is its purpose?

The [Facilities Manager Program](#) is a Facilities Department initiative that supports increasing quality of services to our customers, improving quality of work life and more efficiently using our resources. This is accomplished by providing a designated point of contact in each building for communications with Facilities on maintenance, custodial, landscape and moving/event support services.

What is the difference between a Facility Manager and a Facilities Event Manager?

A Facility Manager is the person designated by the Deans who is responsible for a facility or portion thereof, to serve as the organization's representative regarding facility maintenance, custodial, landscape, and moving/events support issues. Facility Event Managers secure the required event support directly from Facilities Special Services. The event managers help the University community best obtain the services of Facilities for their event.

Who is the Facility Manager for my building?

A listing of all of the Facility Managers for each building can be found [here](#).

Does every building have a Facilities Manager?

No; properties which reside on the outskirts of the main campus community often do not have assigned managers. Since many of these properties only have a handful of occupants, a manager is not assigned. Any individual can choose to perform the Facility Manager duties on behalf of their group.



University Operations

Do I contact the Facility Manager for Landscape requests as well?

No; all Landscape requests should be placed through Facilities for the specific outer areas of concern. If you are using [AIM Online](#), select Site=Landscape and you will be provided with a list of all exterior locations.

How do I know when there are Facility Manager meetings?

If you are a Facility Manager, you will be notified by Facilities through email roughly one month prior to the next meeting. If you are not a Facility Manager, you can check the Facilities [website](#) for information regarding past and future meetings.