



**2020 Client Satisfaction Surveys
Questions and Answers**

Q. What is the purpose of the surveys being conducted?

A. The surveys are part of the new Ministry of SaskBuilds and Procurement (formerly Central Services) commitment to customer service and accountability. They serve as an important tool to gauge the success and quality of the services it provides to its clients. The feedback provided by clients will help shape the way we provide services to them in the future.

Q. What kind of services are being surveyed and measured?

A. Surveys will be conducted for each eligible service, including those provided by our Information Technology, Corporate and Commercial Services and Property Management divisions. Specific lines of service being surveyed are:

Services We're Measuring		
Information Technology Services	Corporate and Commercial Services	Property Services
<i>Information Technology Projects*</i>	CVA Pool Users	Building Tenant Representatives
<i>Information Technology Users*</i>	CVA Fleet Users	Building Tenants
IT Billing	Enterprise Rental Drivers	Card Access
IT Service Level Coordinators	Directory Coordinators	<i>Construction Projects: Sponsors*</i>
	Disposal Program: Buyers	<i>Construction Projects: Clients*</i>
	Disposal Program: Sellers	
	Records Coordinators	
	Telecoms Coordinators	
	Mail Service Users	

** Services in italics are issued following a customer transaction, and are ongoing throughout the year.*

Q. When and how will the surveys be conducted?

A. The surveys will be sent to you via email over the months of November and December. They will be sent out on a staggered basis, depending on the kind of service you accessed.

Q. How many surveys will I have to complete?

A. Some clients will receive more than one survey, based on the kind of services they accessed. For example, if you rented a vehicle through the Central Vehicle Agency *and* sold items through our disposal program, you will receive a survey for each service provided.

Q. How long does it take to complete the surveys?

A. Surveys will take about five minutes to complete.

Q. When can we expect to see the results of the Client Satisfaction Surveys?

A. Detailed results of all surveys will be compiled and provided back to clients in February 2020.

Q. Who can I contact if I have questions about the surveys?

A. If you have any questions or concerns about surveys, please contact Alex Piniach of the Planning, Performance and Policy branch at alex.piniach@gov.sk.ca or 306-787-7258.

Q. Can I provide feedback on services at other times of the year?

We always welcome your feedback on service delivery performance. We currently track client feedback throughout the year for some services such as Information Technology and Construction projects. You can provide feedback at anytime on the services by emailing cs.surveys@gov.sk.ca.