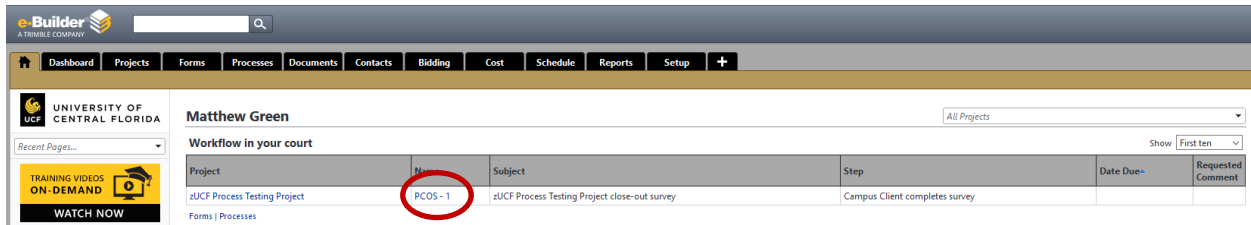


Completing the Project Close-Out Survey

As a project nears completion, the UCF FP&C Project Manager will invite the client to fill out the Project Close-Out Survey in e-Builder. These surveys are used by FP&C to determine how well the department is meeting the client’s needs. It is important that they are filled out in a timely manner.

To complete the Project Close-Out Survey (PCOS):

- 1) In e-Builder, go to your court on your homepage. You will see the PCOS in your workflow. Click on PCOS-1 to open the survey.



- 2) Complete the survey. Leaving additional feedback is optional but appreciated. When complete, click the Take Action button at the bottom of the page.

The screenshot shows the Project Close-Out Survey form. It contains several sections with radio button options for 'Did not meet expectations', 'Met expectations', and 'Exceeded expectations':

- PM Communication:** How satisfied are you with the methods of communication that the project manager used to communicate with you (in person, e-mails, phone calls)?
- Progress Communication:** How well did the project manager communicate project progress?
- PM Coordination:** How well did the project manager coordinate the estimated schedule, changes, delays, and/or interruptions?
- PM Coordination 2:** How well did the project manager communicate the project cost estimate, minor project proposals, and increases/decreases (time, fully)?
- PM Questions:** How well did the project manager respond to your questions and address your concerns (timely, fully)?
- Needs Met:** How well did the completed project meet your needs?
- FP&C Leadership Communication:** How well did FP&C leadership communicate with you regarding requests for project prioritization, completion, or other project concerns?

At the bottom, there is an 'Additional Feedback' section with a text area and a 'Take Action' button circled in red. Other buttons include 'Complete Survey', 'Check Spelling', 'Print', 'Copy', 'Delegate', 'Save', and 'Cancel'.

- 3) The PCOS is submitted to FP&C management for review. Thank you for allowing us to assist you with your recent project. Your opinion matters to us and we welcome your feedback on how we did.