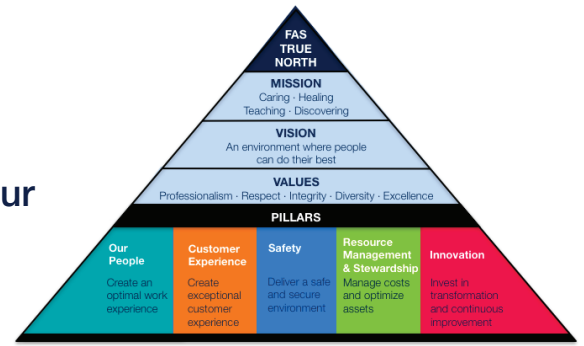


FAS Customer Satisfaction Index (CSI) Snapshot of FY21 Results

Financial and Administrative Services (FAS) is using your feedback to improve the customer experience. Below is a snapshot of our year-over-year progress.

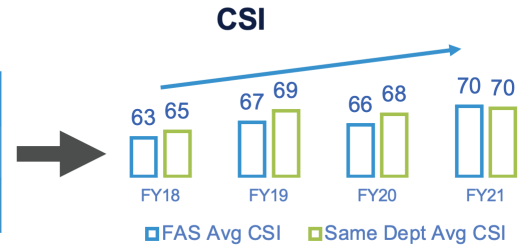


FY 21 Results

80% services good /very good OR improved

Metric: % Services rated good/ very good OR improved

	FY20	FY21
#	25 or 45	49 of 61
%	56%	80%



➔ See [results by service](#).

- Campus Life Services survey paused due to significant curtailment; excluded from results
- New surveys launched for Facilities and Real Estate added services in FY21
- 74% rated good/v. good or improved in FY21 if exclude new services (same service comparison)

Survey Approach



Serves as True North metric for Customer Experience pillar

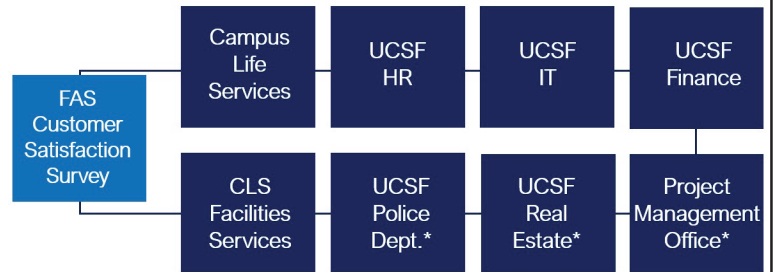


Uses a quarterly sampling approach to balance survey fatigue with the need for data to support continuous improvement



Flexible survey questionnaire facilitates experimentation

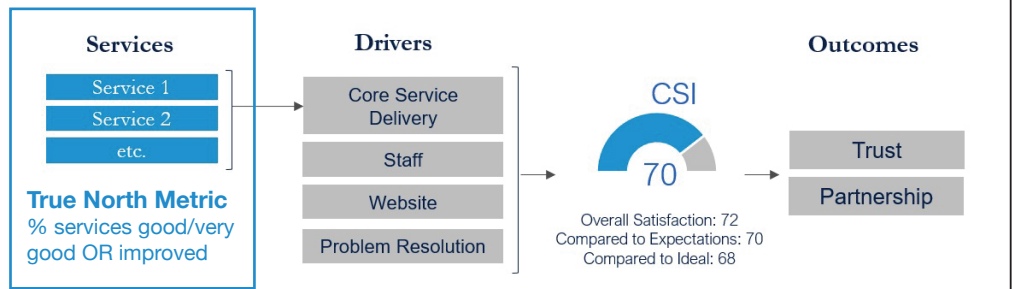
Individual mini surveys measure your experience in 8 major service areas



*Targeted to point of service customer list

Customer Satisfaction Model

The Customer Satisfaction Index (CSI) has a cause-and-effect model which leads to important outcomes of partnership and trust.



Survey Schedule

July 2021 * December 2021 * March 2022



NOTE: only 3 survey periods in FY22 to create room for October UC Climate survey.

