

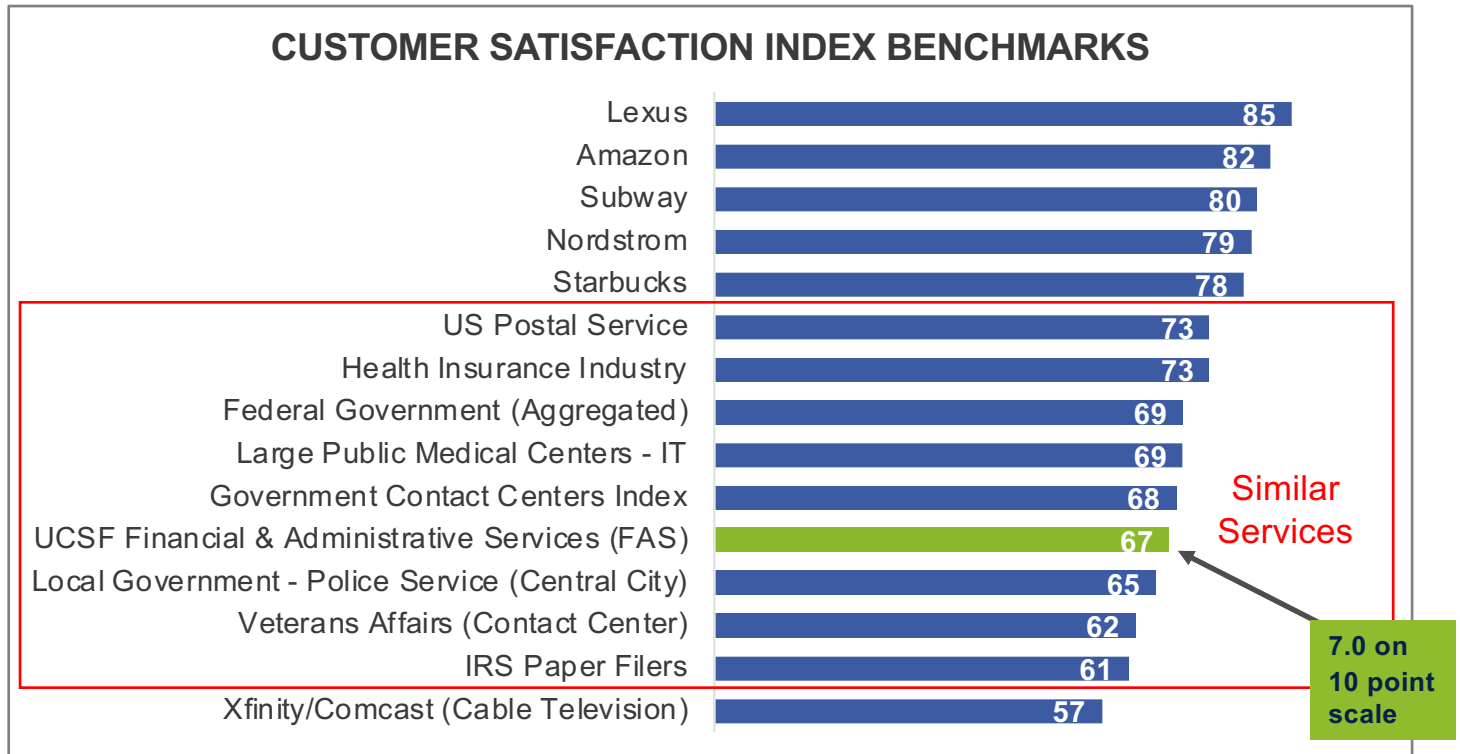
# FAS Customer Satisfaction Executive Summary

## FY19 Year-End



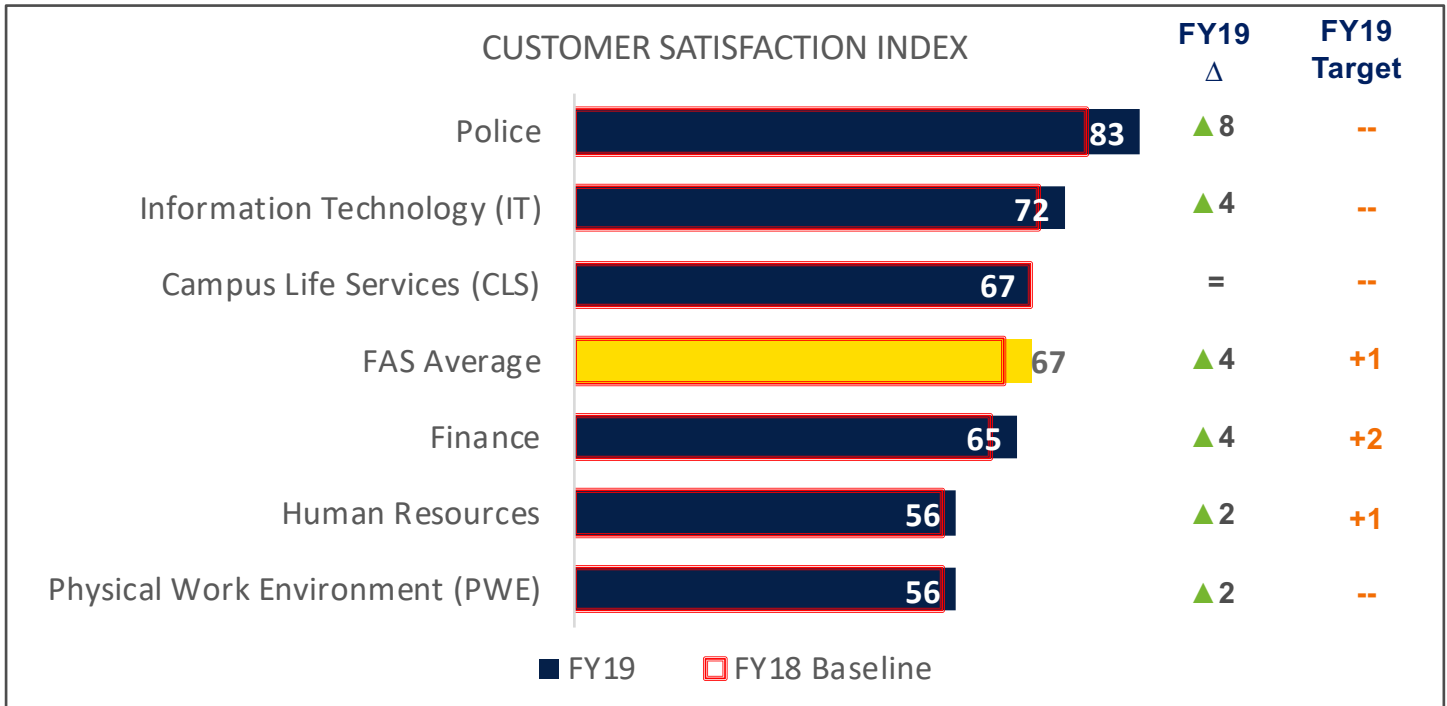
**About the American Customer Satisfaction Index:** The American Customer Satisfaction Index (ACSI) is the only uniform, national cross-industry measure of satisfaction with the quality of goods and services in both the private and public sectors.

The ACSI is measured on a 0-100 scale where the score reflects the average rating of respondents (not percent satisfied or top box). Below are examples of benchmark scores for a variety of brands and Federal Government agencies measured by the ACSI. Typically, ACSI scores for internal service providers are lower and are often in the 50s, 60s and low 70s. Benchmarks and research for a variety of sectors, industries and companies can be found at: [www.theacsi.org](http://www.theacsi.org) and [www.cfigroup.com](http://www.cfigroup.com).



**Customer Satisfaction Model:** The customer satisfaction index has a cause-and-effect model with drivers of satisfaction on the left side, satisfaction (ACSI) in the center, and outcomes of satisfaction on the right side. For government and internal service providers, important outcomes are partnership and trust. Each FAS service area has customized its model to reflect what is most important to the UCSF customers they serve (based on interviews). Models and related survey questions are updated over time based on learnings.

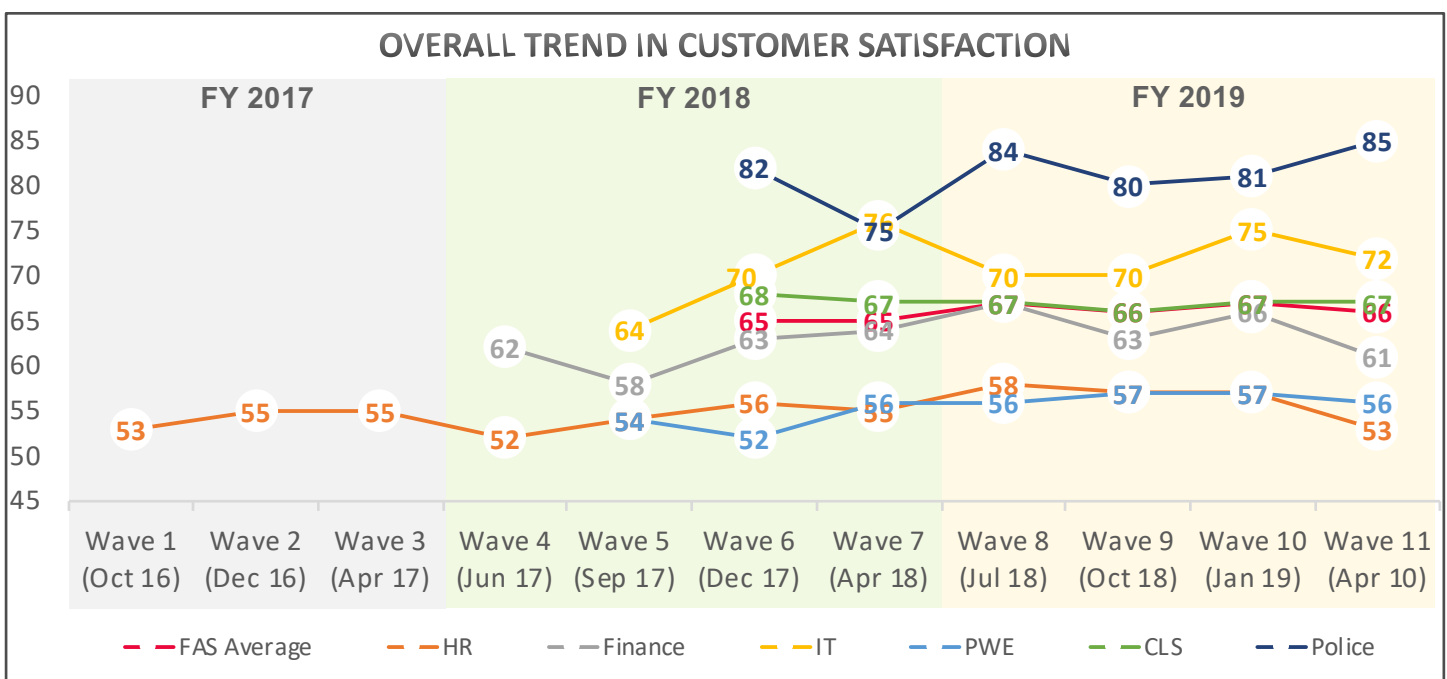




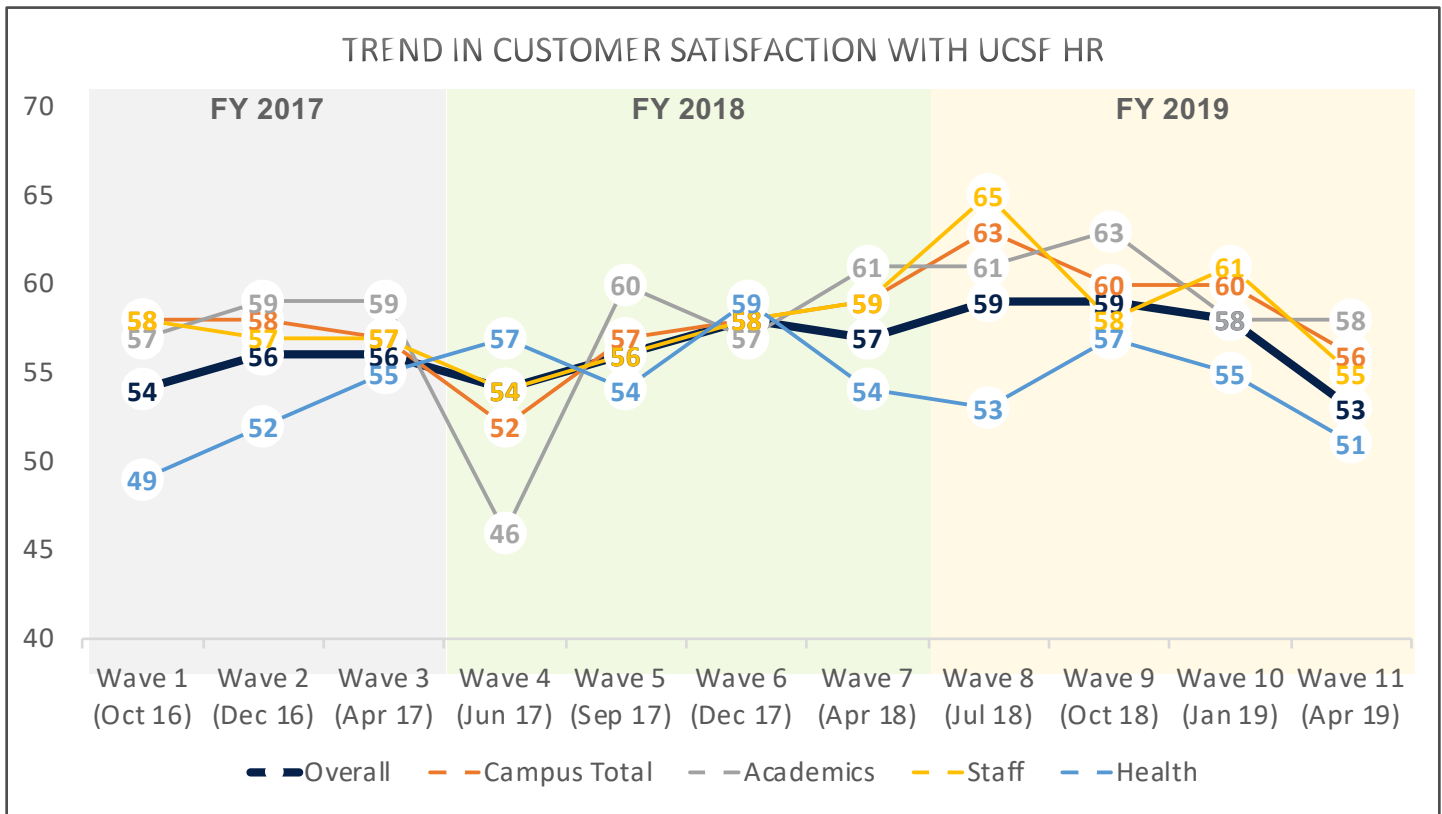
**Year-over-year results:** FAS significantly improved the customer experience in FY19 as evidenced by the 4-point increase in the FAS Average Customer Satisfaction Index (CSI), which is a straight average of the six major services areas shown above. The Physical Work Environment Survey combines services from Real Estate and Facilities Services.

**Highlights:**

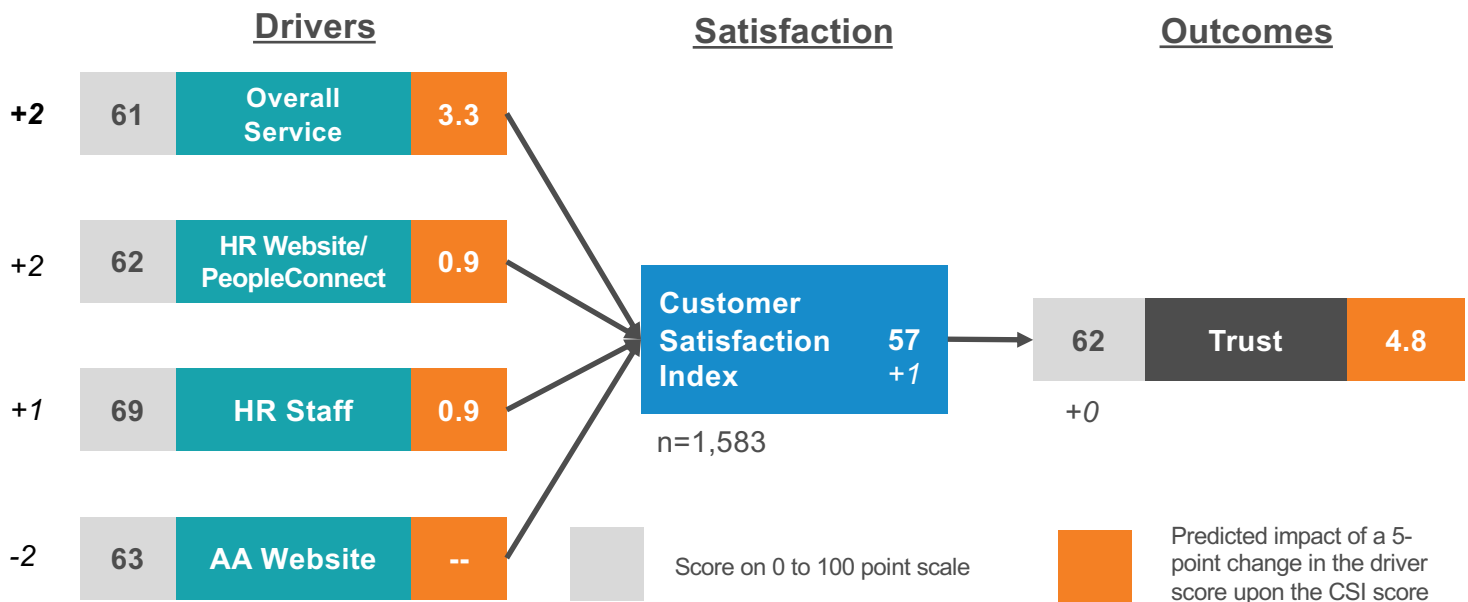
- 78% FAS service lines improved (47 of 60)
- 63% of FAS services lines ≥ 70 (37 of 60)
- 10% of FAS service lines < 60 (6 of 60)
- Improved customer satisfaction led to increased sentiments of partnership and trust



\*Police score is from a transactional survey not administered by CFI Group



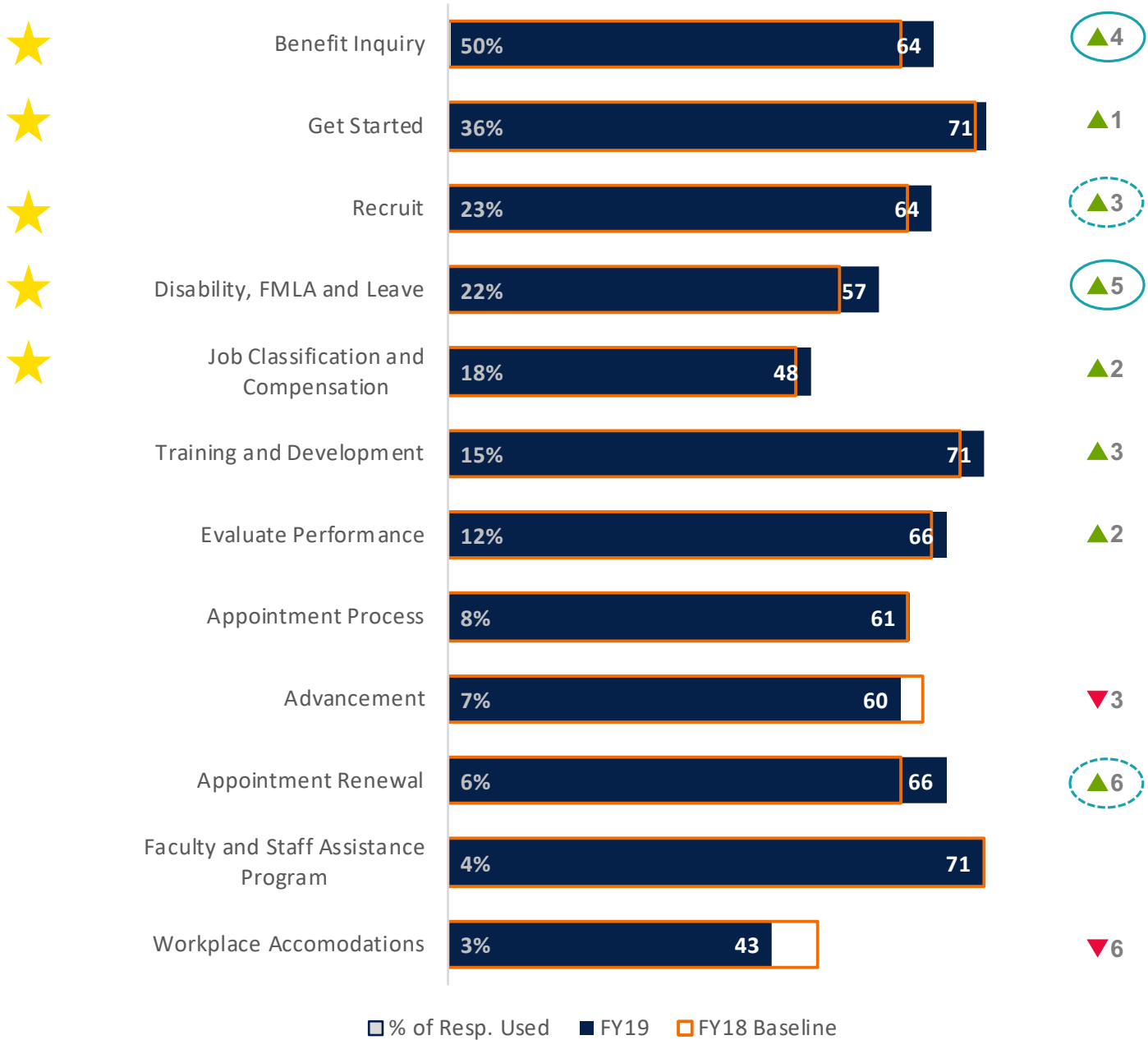
## Customer Satisfaction Model (FY19)



Scores and impacts are for FY19

Score changes from prior FY shown in *italics*; **bold** indicates statistically significant at 90% confidence

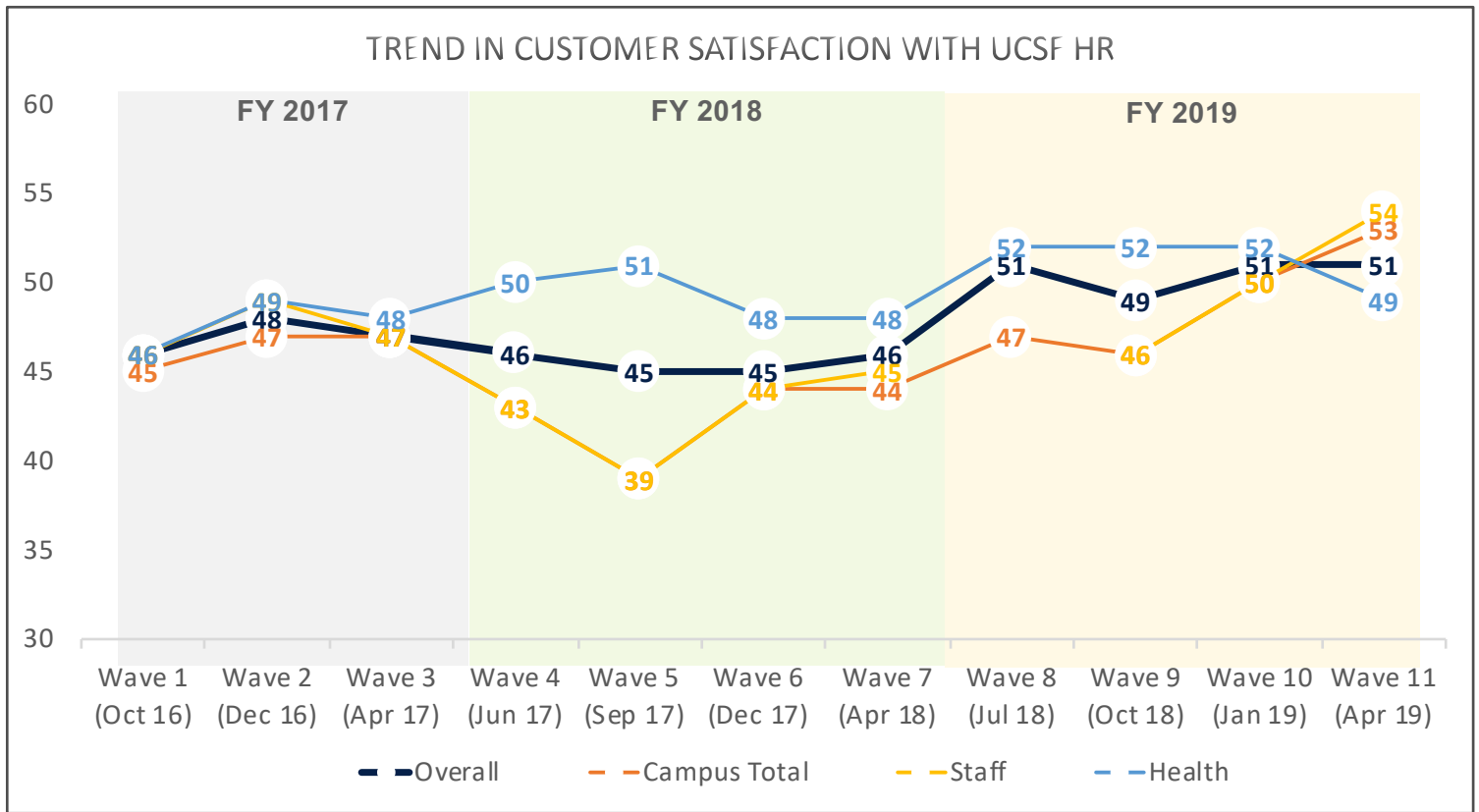
### SERVICE LINE PERFORMANCE SCORES\*



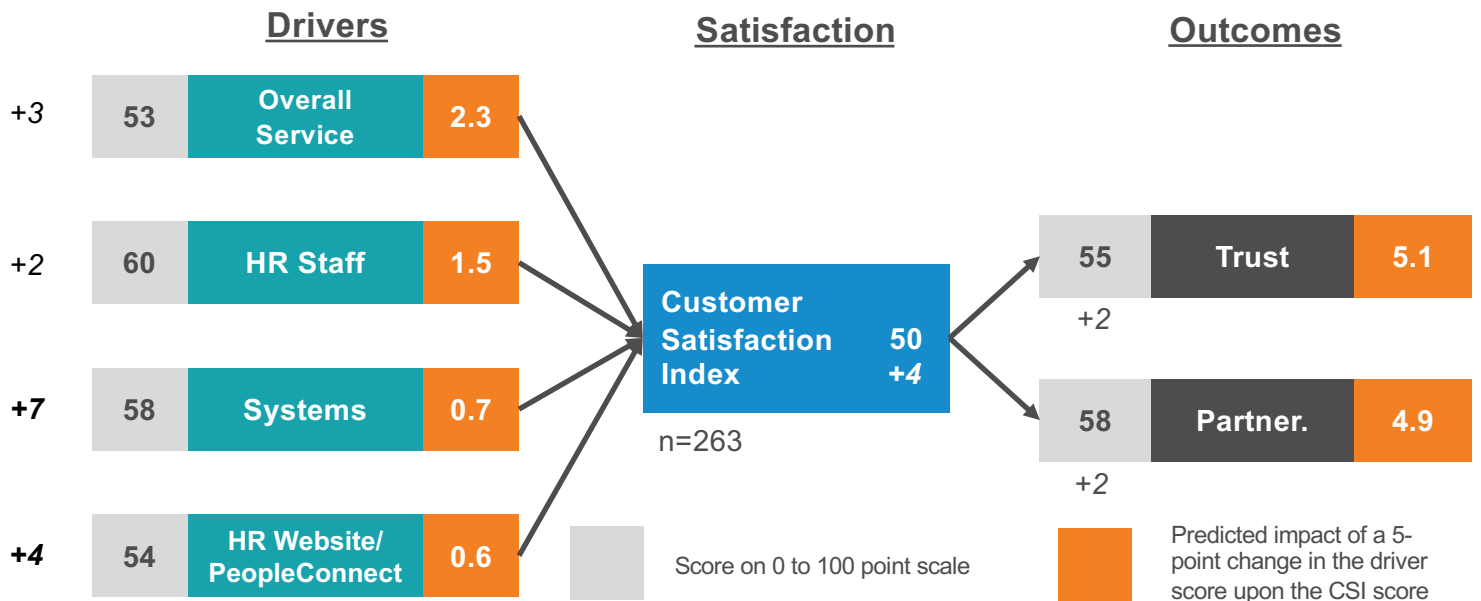
Indicates statistically significant difference at an 80% or 90% level of confidence

★ indicates high-impact service line

\*Services used by fewer than 10 respondents in FY19 are not shown



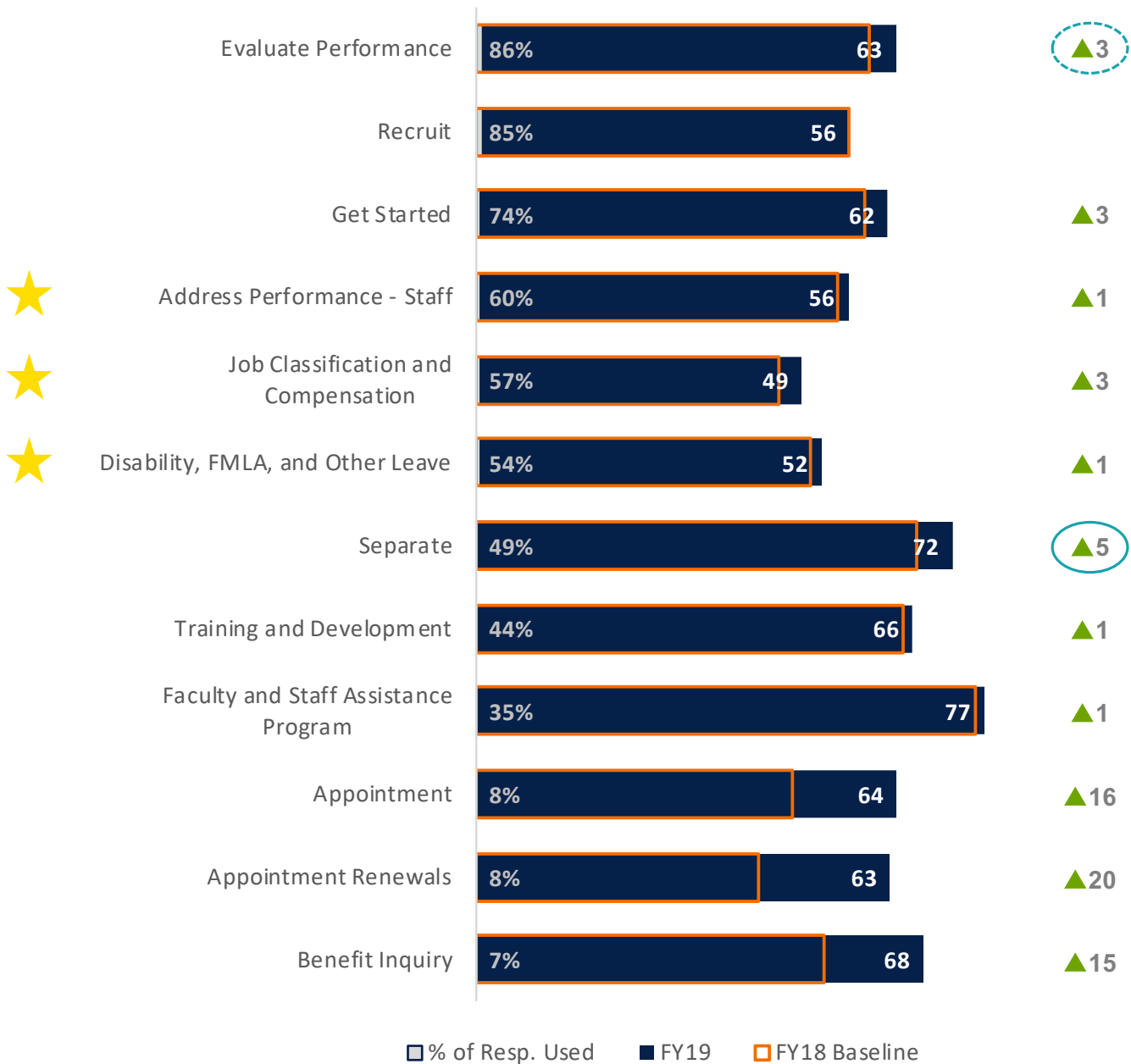
## Customer Satisfaction Model (FY19)



Scores and impacts are for FY19

Score changes from prior FY shown in *italics*; **bold** indicates statistically significant at 90% confidence

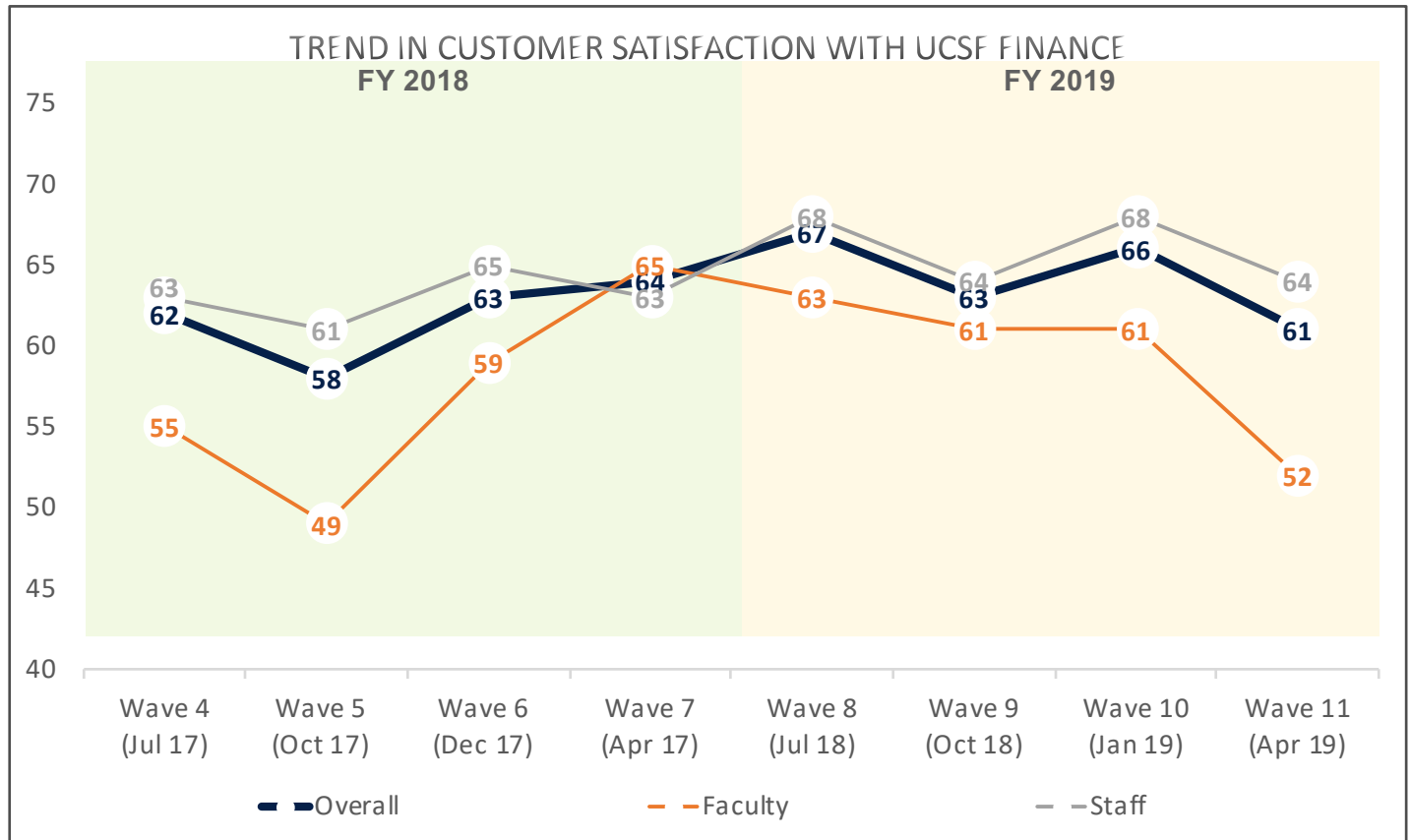
### SERVICE LINE PERFORMANCE SCORES\*



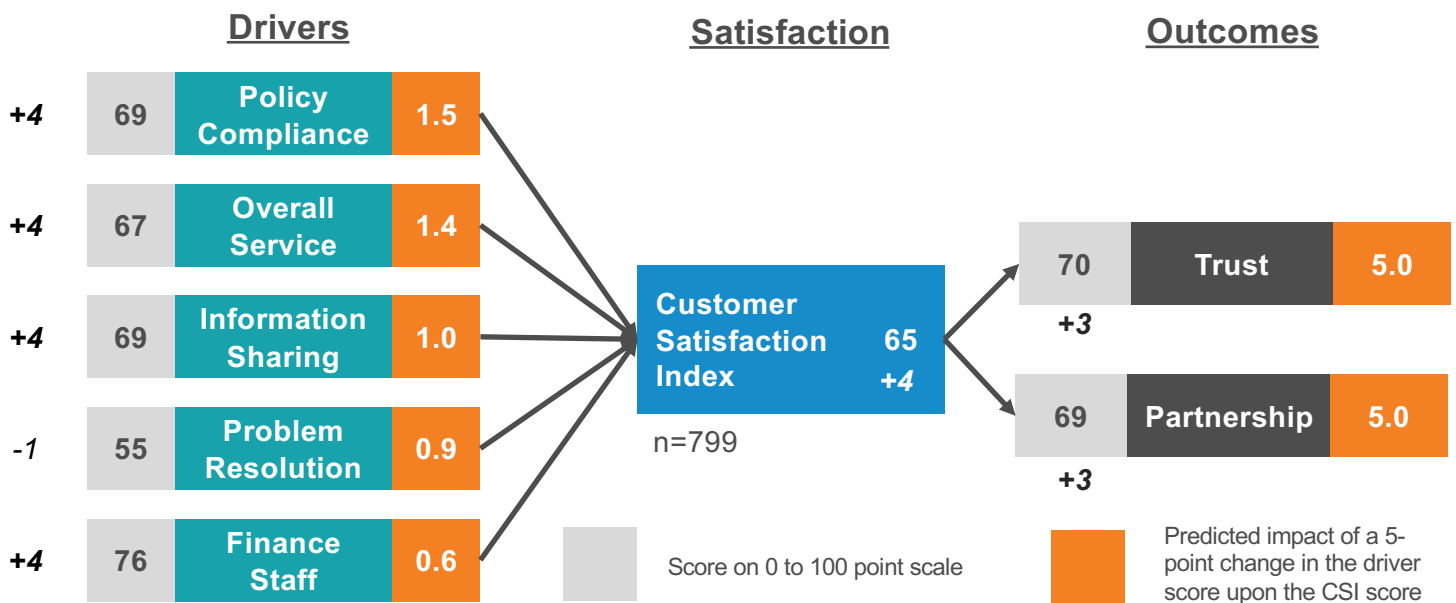
Indicates statistically significant difference at an 80% or 90% level of confidence

★ indicates high-impact service line

\*Services used by fewer than 10 respondents in FY19 are not shown



## Customer Satisfaction Model (FY19)

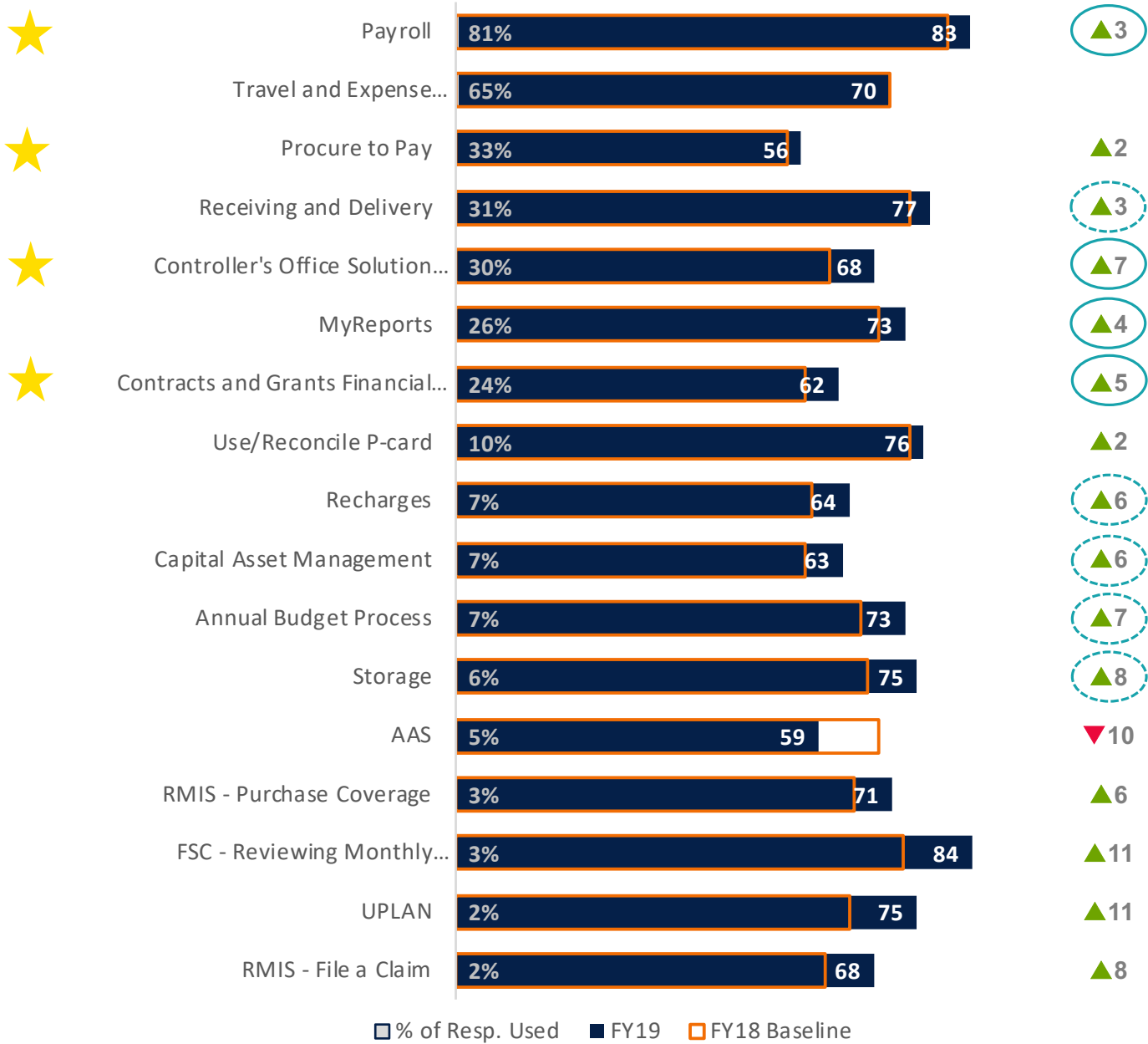


Scores and impacts are for FY19

Score changes from prior FY shown in *italics*; **bold** indicates statistically significant at 90% confidence



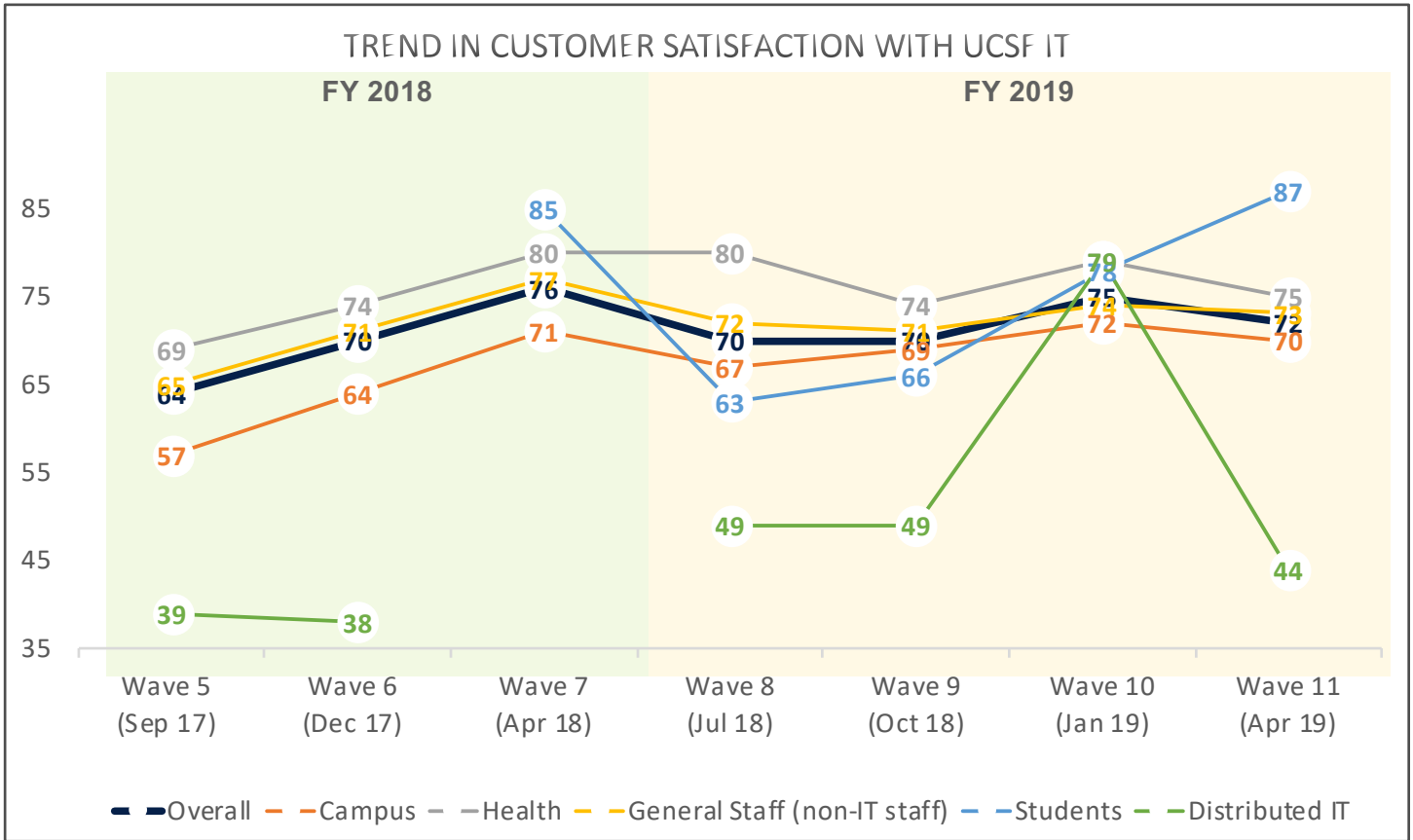
## SERVICE LINE PERFORMANCE SCORES\*



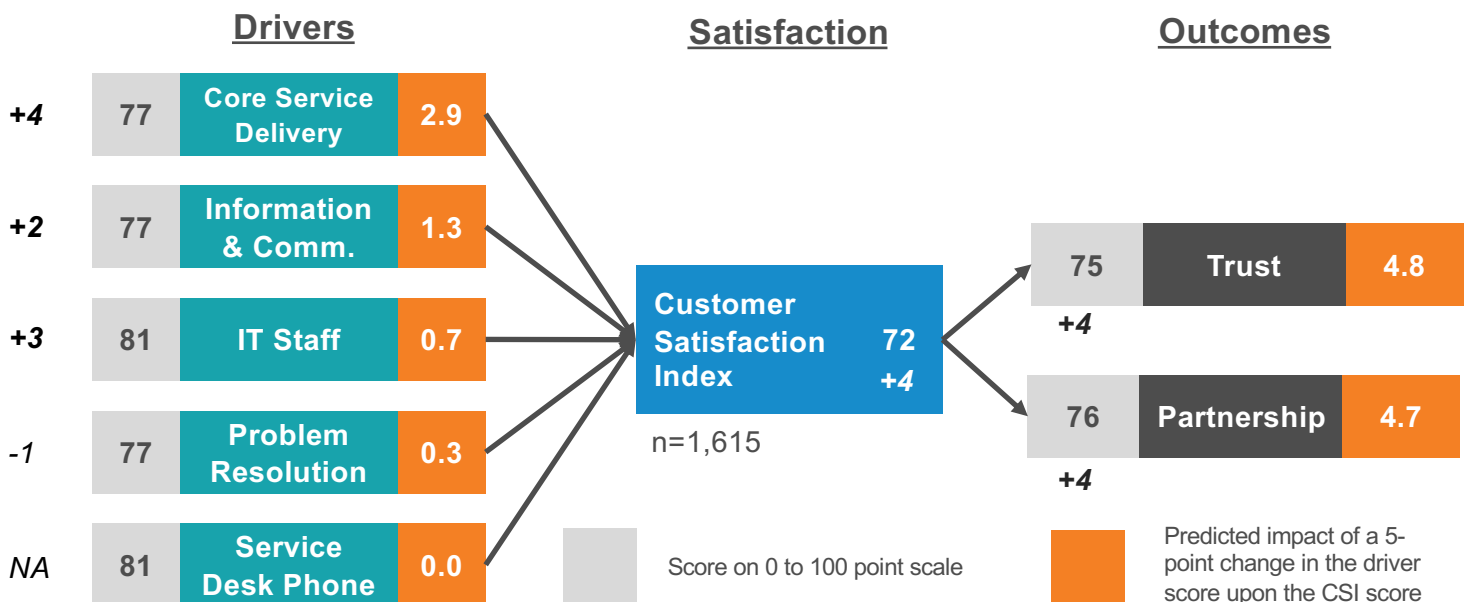
Indicates statistically significant difference at an 80% or 90% level of confidence

★ indicates high-impact service line

\*Services used by fewer than 10 respondents in FY19 are not shown



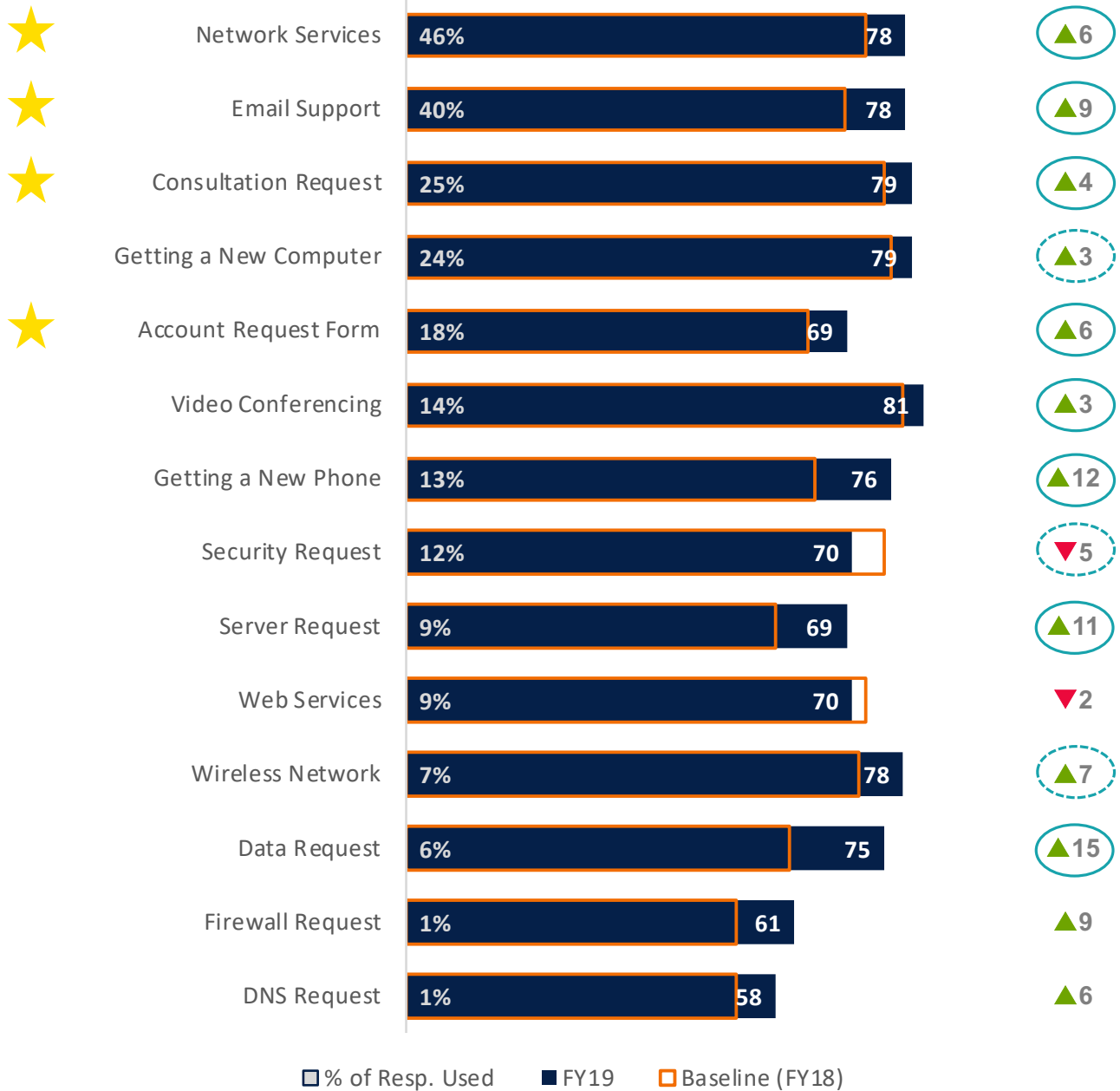
## Customer Satisfaction Model (FY19)



Scores and impacts are for FY19

Score changes from prior FY shown in *italics*; **bold** indicates statistically significant at 90% confidence

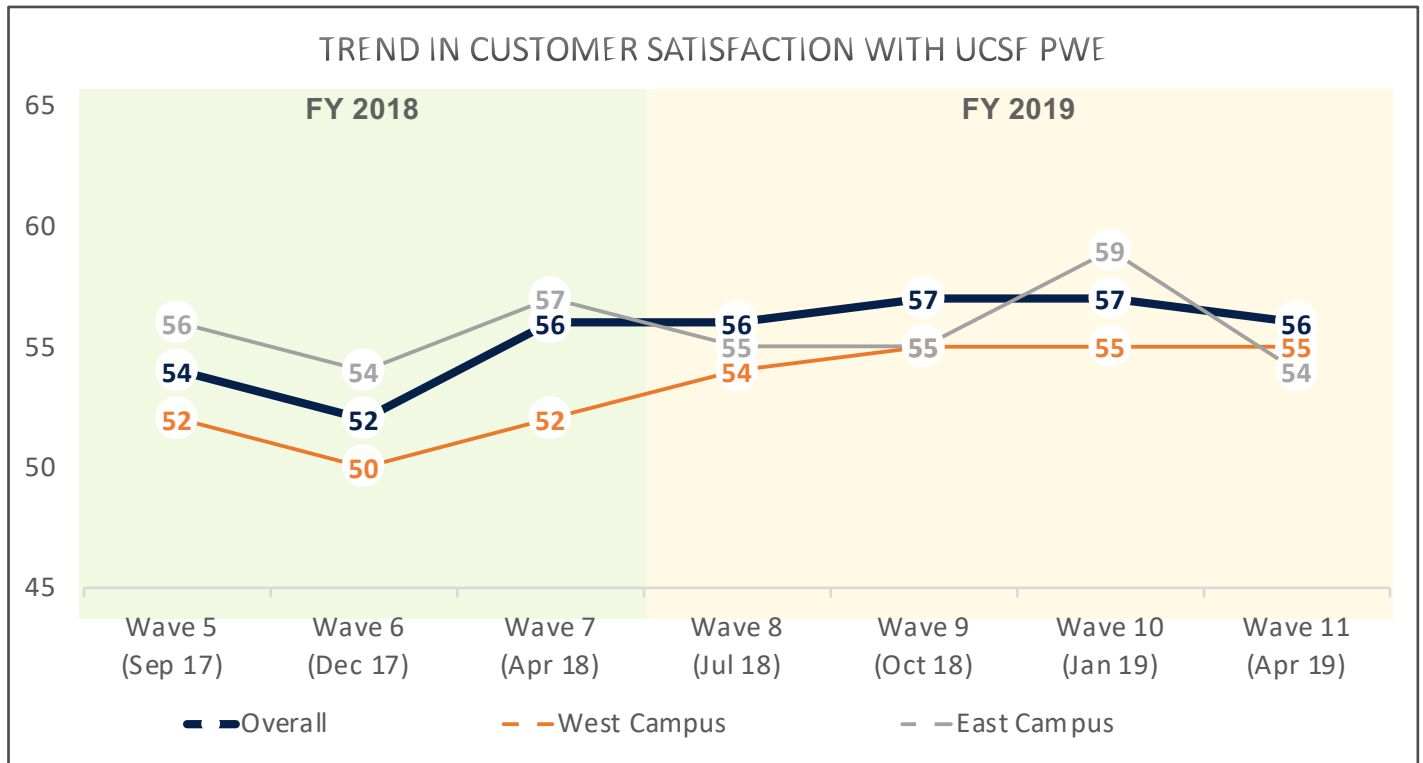
## SERVICE LINE PERFORMANCE SCORES\*



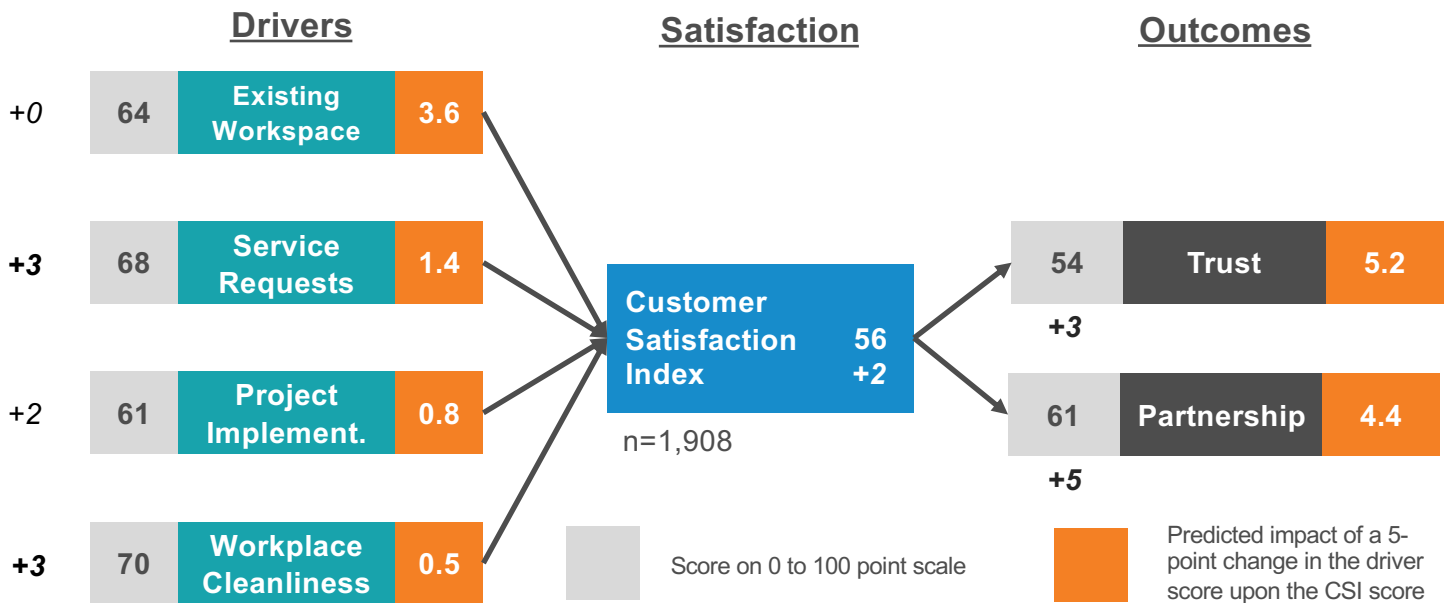
Indicates statistically significant difference at an 80% or 90% level of confidence

★ indicates high-impact service line

\*Services used by fewer than 10 respondents in FY19 are not shown



## Customer Satisfaction Model (FY19)



Scores and impacts are for FY19

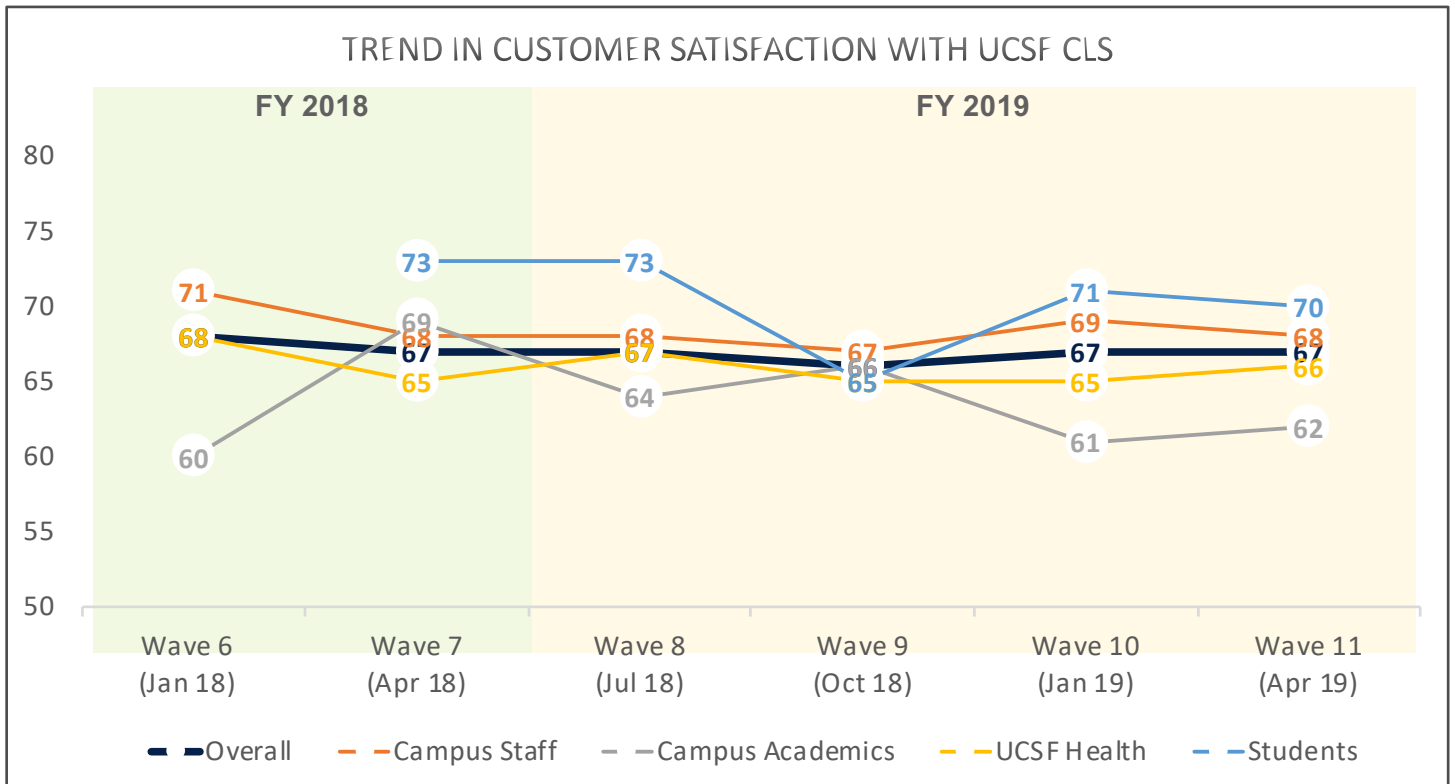
Score changes from prior FY shown in *italics*; **bold** indicates statistically significant at 90% confidence

DRIVER PERFORMANCE SCORES

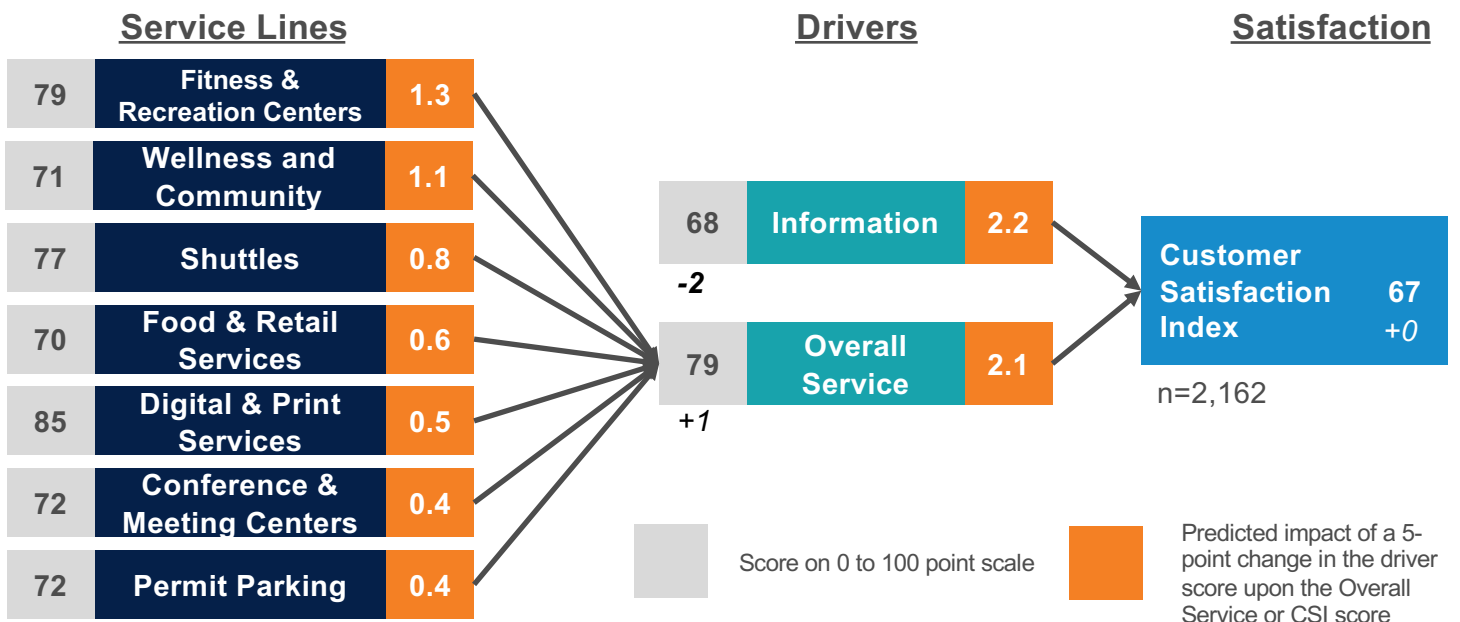


Indicates statistically significant difference at an 80% or 90% level of confidence

★ indicates high-impact driver



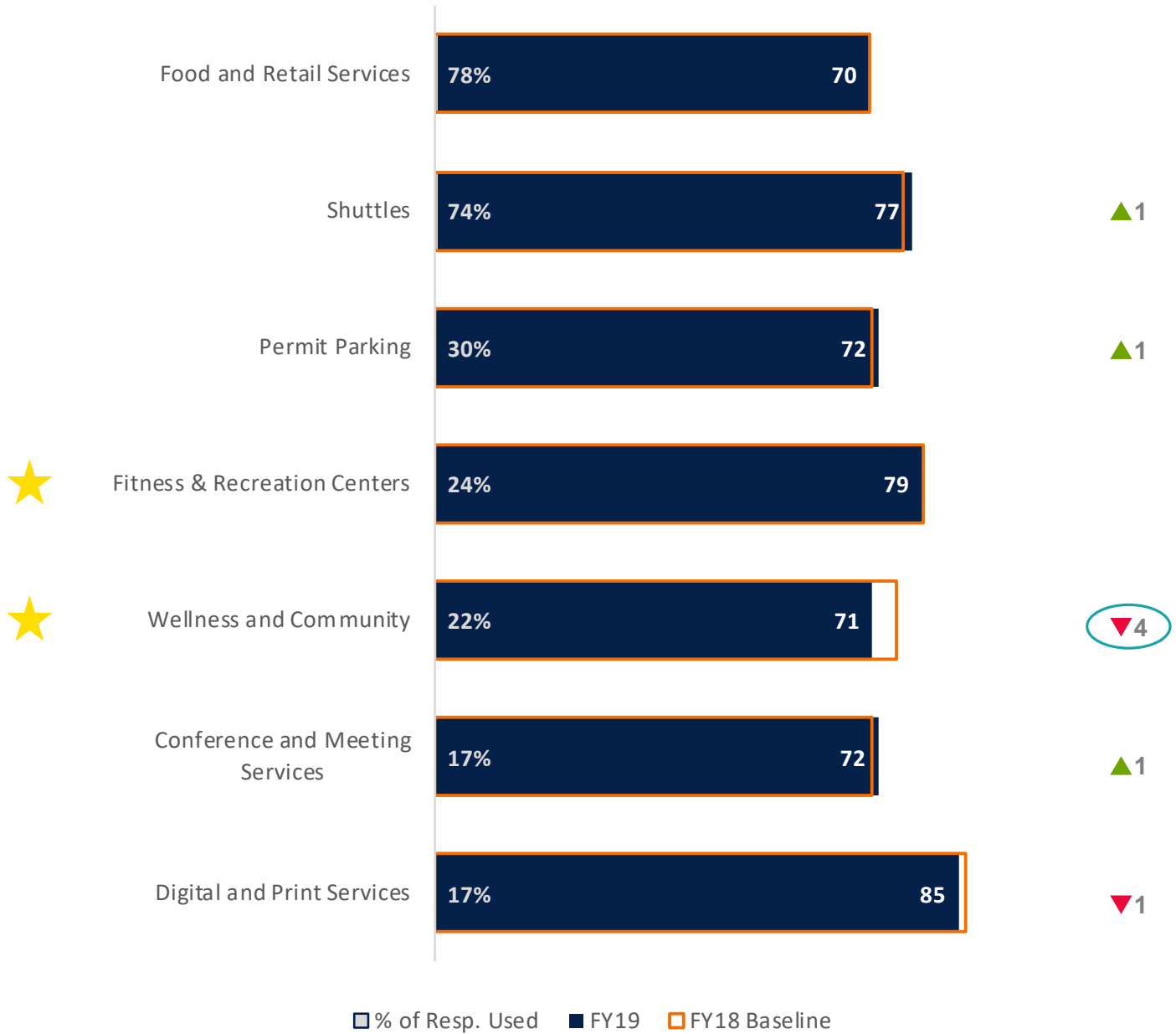
## Customer Satisfaction Model (FY19)



Scores and impacts are for FY19

Score changes from prior FY shown in *italics*; **bold** indicates statistically significant at 90% confidence

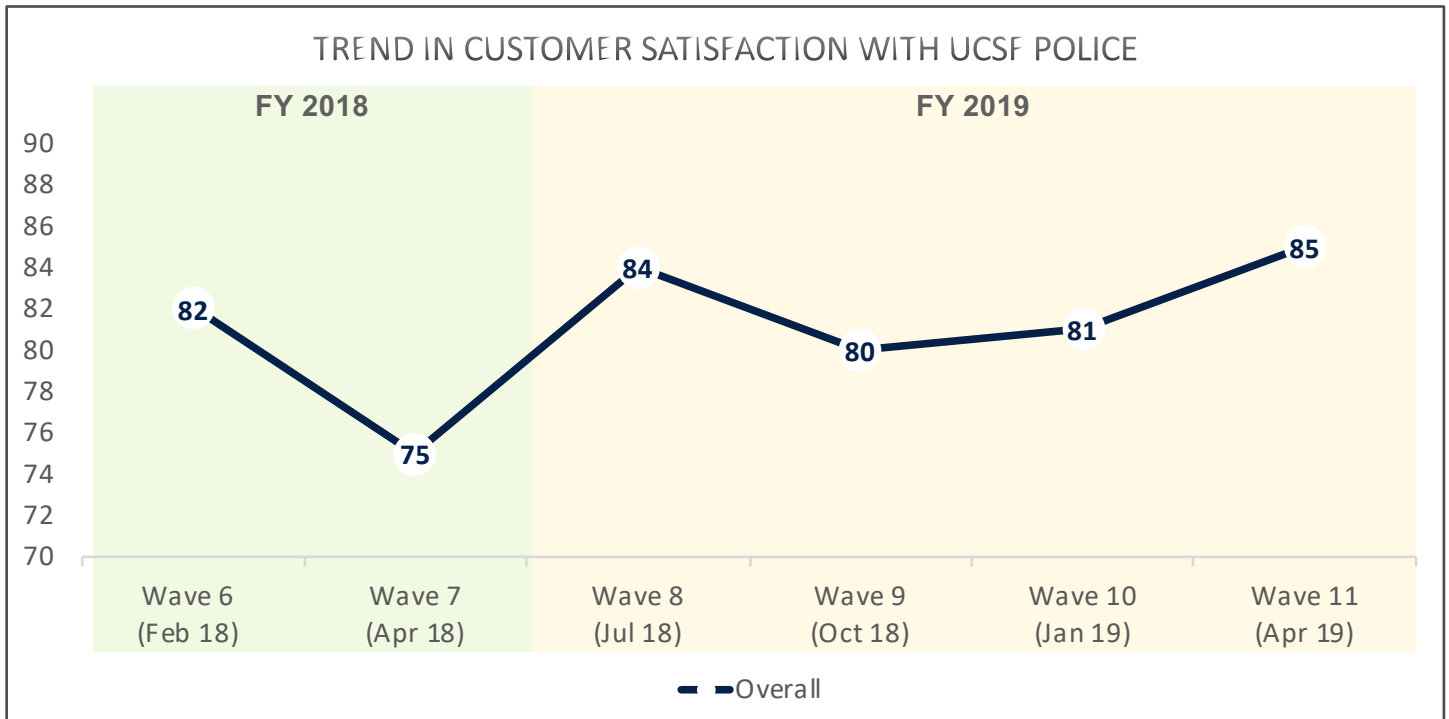
## SERVICE LINE PERFORMANCE SCORES\*



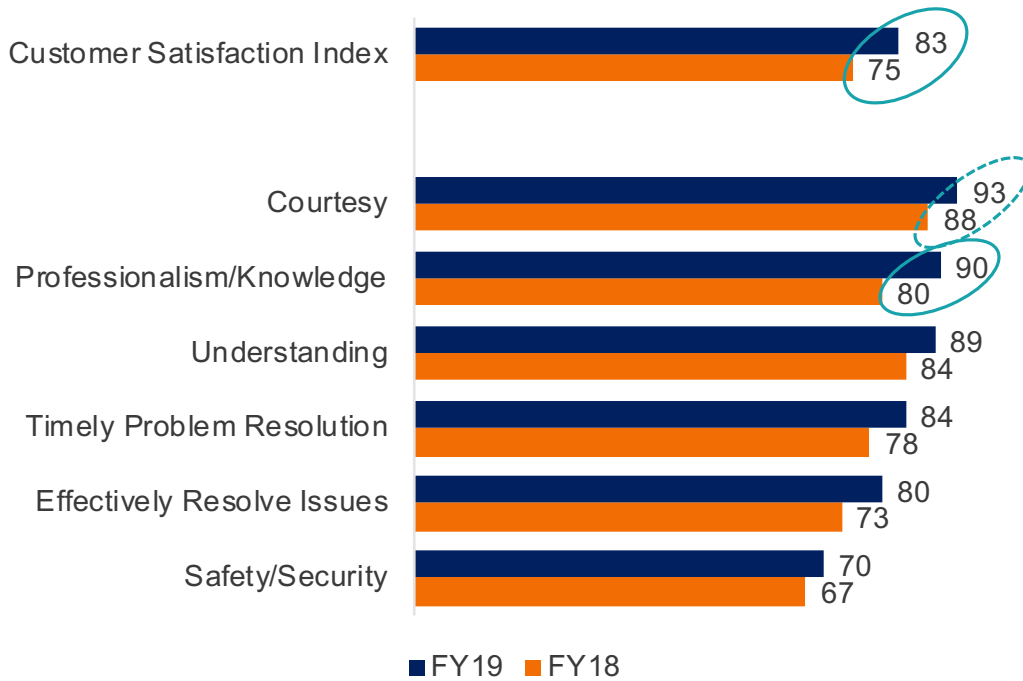
Indicates statistically significant difference at an 80% or 90% level of confidence

★ indicates high-impact service line

\*Services used by fewer than 10 respondents in FY19 are not shown



## Year-Over-Year Score Changes



Indicates statistically significant difference at an 80% or 90% level of confidence