Service Improvements Made to FAS Business Services

Customer feedback is essential in helping FAS know what it is doing well and where to improve. FAS employees continue to be committed to delivering service with C.A.R.E. by: working **Collaboratively** with customers to achieve their goals and purposes; being **Accountable** for delivering what is expected and complying with policies and procedures; being **Responsive** in understanding and adjusting to changing needs and responding to customers in a timely manner, and being **Efficient** by delivering high quality products and services in a cost effect manner.

Below you will find selected service improvements made since the 2010 Customer Survey, listed by FAS Department:

Administration:

Information Technology Services (ITS)
VC Finance
Audit Services

Operations:

Facilities Management
UCSF Police Department
Office of Sustainability
Capital Programs
Campus Planning
Real Estate Services

Auxiliary Enterprises:

Campus Life Services

Information Technology Services (ITS)

- Created a single **Service Desk** to deliver high service to everyone and added **Live Chat** as a new, efficient communication tool with the Service Desk employee.
- Migrated UCSF employees to a single **email system** with increased **e-mail storage** at no additional cost.
- Enhanced **wireless** coverage (secure and guest) including the Medical Center for seamless roaming.
- Built faster and more reliable **10gb network** across UCSF locations.
- Implemented **single signon** (MyAccess) and continuously integrated new applications.
- Eliminated **password expiration.**
- Improved **security** to detect malicious intrusions and prevent security breaches.
- Introduced **mobile and videoconferencing** services to reduce the need to travel to other locations.
- Expanded full support to **Macs and mobile devices** (iOS and Android).
- Populated **IDR & MyResearch** with APeX data.
- Launched an **IT Innovation contest** to promote the development of quick and creative IT solutions that benefit UCSF.

- Increasing the awareness of IT services available to the UCSF community with ***Sharecase***, an inaugural one-day event in October 2012 showcasing the best of IT@ UCSF.
- Implemented a successful campus wide **IT security awareness** campaign.

VC Finance: Risk Management and Insurance Services (RMIS)

- **Construction risk** – RMIS manages the new University-Controlled Insurance Program (UCIP) which insures construction at the Mission Bay Health Center site as well as other UCSF-contracted construction projects. This program has saved in excess of $3.5 million for UCSF.
- **Clinical Research Risk Management program** – RMIS and Human Research Protection Program developed outreach programs for the UCSF research enterprise designed to prevent human research subject injury.
- **Auto/vehicle safety program** – RMIS helped Transportation Services develop new programs to improve shuttle safety and driver training.
- **Equipment Maintenance Insurance** – With UCSF Campus Procurement, RMIS expanded Equipment Maintenance Insurance warranty coverage saving in excess of $300,000 on major network, laboratory, and medical equipment purchases.
- **Global travel-related liability** – RMIS improved access to ***iJET*** to help UCSF faculty, staff, and students traveling to foreign countries identify and reduce international travel health and safety risks with the Global Research Enterprise Support group.
- **UCOP Be Smart About Safety Initiatives** – RMIS funded 18 new and continuing programs for UCSF Campus and Medical Center including lab safety training, rape/aggression training, Occupational Health services, ergonomics training, and the Chancellor's Wellness Program.

VC Finance: Controller's Office

- **My Expense** – Launched very successful self-service automated expense reimbursement system.
- **Customer Tracking** – Implemented a ticketing system to track customer inquiries.
- **OLPPS -** Implemented new web applications for Online Payroll Personnel System (OLPPS).
- **HBS** – Implemented several modifications to the HBS online time keeping system (time sheets) to create a more user friendly experience.
- **RSA Notification** – Implemented timely notifications to Research Service Administrators for private sponsored project financial status report submissions.
- **EMF Customer Center** – Created Extramural Funds customer service center.

VC Finance: Campus Procurement and Contracts

- **Bear Buy** – Launched next generation procurement system in collaboration with UC Berkeley.

VC Finance: Campus Budget Office

- **Recharge Education Initiatives -** Provided new and updated recharge classes; Conducted annual Mission Bay recharge manager Brown Bags; surveyed customers about the new recharge process; invited campus participants on core recharge software selection and steering committees.

- **Improved Budgetary Control and Transparency** - Redesigned the fund structure for state funding and other centrally-managed funds to improve transparency; initiated development of a campus-wide budget and planning tool.
- **Research Management Services** - Offered presentations on Facilities & Administrative (F&A) overhead cost rate.
- **Costing Policy** - Conducted costing policy focus groups.

Audit Services

- **Clear and Concise Reporting** - Piloted new reporting format that captures and reports audit observations using a table/matrix format. This new format provides management with clear and concise information on the observations including risks and management corrective actions.

Facilities Management

- **Enhanced service quality** - Implemented a number of improvements to improve the campus aesthetic appearance and work environment: Quality Assurance Programs for custodial services, grounds, pest control and classrooms.
- **Increased custodial efficiency** - Deliver improved cleaning services at a lower cost and higher quality on a consistent basis: equipment investment to get the job done easier and faster, established route and project crews to improve efficiency and focused stationary workers on providing services directly to high value areas such as classrooms, labs and restrooms.
- **Improved communications between FM and its customers** - Updated the FM Guide to Services, implemented a building stewards program for outlying areas, added features to FM's web site and Business System (job notification/completion email, identify sensitive locations and improved FM staff communications with customers at the job site with "Sorry We Missed You" post-its.

UCSF Police Department

- **Improved crime prevention communications** - In order to better communicate with campus community, increased crime alert issuance by 88%, crime prevention presentations by 40% and COPPS presentations by 36% over previous year.
- **Improved WeID convenience** - Adjusted hours and offered multiple locations for WeID services to better accommodate campus community.
- **Increased foot patrols** - Through COPPS program, increased time spent on foot patrols by 45% over previous year.

Office of Sustainability

- **Developed communications** – Developed website Sustainability.ucsf.edu and Sustainability Metrics to improve awareness and communicate sustainability accomplishments; created sustainability video LivingGreen at UCSF to inspire UCSF community to take action.
- **Developed new program** - Developed LivingGreen Office and LivingGreen Lab certification program to share best practices with offices and labs.

Capital Programs

- **Improved work order response** - Development of a Web-based Work Order intake process to help route Work Orders to the right staff for efficient response (in partnership with Facilities Management)
- **Streamlined project management** - Implementing a new business system to manage financial, scheduling, communications, and other aspects of project management
- **Faster building permits** - In the process of developing a procedure to speed up the application and processing of building permits.

Campus Planning

- **Improve responsiveness –** Developing goal to increase responsiveness to campus and community stakeholders through various improvements such as acknowledging receipt of a request within twenty-four hours; confirming need and indicating what can be provided and why; advising when a response may be expected; providing status updates as needed; and advising when a task is completed.

Real Estate Services

- **Improve responsiveness** - Fine tuning a new business case decision making approach to better document and justify campus real estate decisions and increase appropriate response to campus and medical center needs for real estate solutions.

Campus Life Services: Fitness & Recreation

- **Expanded group fitness** - Added 16 classes to the group fitness schedule. UCSF Fitness & Recreation now offers 140 drop-in group fitness classes for Premier Members and Class Series participants. Additional classes include: Tai Chi, Qi Gong, Ballet Barre & Mat, BODYPUMP™, ZUMBA, Feldenkrais, Integrated Yoga, and Athletic Conditioning.
- **More convenient reservations** - Simplified the group fitness reservation system that now provides customers the convenience of registering much earlier--the night before a class (instead of day of).

Campus Life Services: Arts & Events

- **New music program** - Added 8 Music in the Library series with a grant from the Sarah B. Childs Endowment in partnership with the UCSF Kalmanovitz Library.

Campus Life Services: Child Care/Family Services

- **More convenient youth reservations** - Partnered with Fitness & Recreation to provide more ways for families to register for youth programs including online registration for camps and youth programs such as martial arts, youth sports, and aquatics.

Campus Life Services: Transportation Services

- **Added electric vehicle charging** - Installed electric vehicle charging stations at Parnassus, Mission Bay and Mt. Zion
- **Improved shuttle safety and reliability** - Adjusted shuttle routes and schedules to enhance safety and reliability
- **New parking** - Added residency parking at Mt. Zion
- **Expanded car sharing** - Added additional car sharing vehicles at Parnassus and Mission Bay.

Campus Life Services: Housing Services

- **Sustainable and efficient resources** - Installed solar panels at the Aldea Center on Mount Sutro resulting in the monthly utility bill dropping from $300 per month to only $20 per month.
- **Aldea landscaping and disability improvements** - As part of the new Aldea Center on Mount Sutro, improvements were made for ADA new access ramp, native plant gardens, a global water station, and a hiker's gathering area.

Campus Life Services: Distribution & Storage

- **Online requests** - requests for storing items (pick-up included) can be done online - no more hardcopy faxes or forms required.
- **Overstock and Surplus collaboration with UC Berkeley** - A collaboration with UC Berkeley enables storage items to be transported to UC Berkeley, then photographed and catalogued for sale online—UC Berkeley and UCSF customers can view and purchase a larger pool of items online instead of going down to Oyster Point.
  Website: http://businessservices.berkeley.edu/overstock.
- **Online training** - Conducted training sessions for D&S customers using the online Warehouse Management System.
- **Upgraded online Warehouse Management System** - Improved navigation, search functionality, reliability, and faster response times for our customers.
- **More detailed invoices** - Rolled out new order invoices that provide more detailed information of recharged commodity orders and labor service requests.

Campus Life Services: Documents/Media

- **New Print Management program** - Completed the rollout of a print management program for FAS that actively manages and optimizes multifunction copiers & printers and related business processes for FAS; to be rolled out to campus soon.

Campus Life Services: Mail

- **Improved consistency of service** - Coordinated staffing levels and route times with Distribution & Storage to assure consistent pick-up and delivery times on the Mission Bay / China Basin route.

Campus Life Services: Retail Services

- **Implemented the Fast Pay program** at all food service vendors campus wide & Walgreens (in addition to Parnassus eateries.) (http://nutrition.ucsfmedicalcenter.org/fastpay)
- **Implemented the B.Y.O.C. (bring your own cup) program** where customers not only get a discount on their beverage but help reduce waste by reusing their own cup.
- **Smart Choice Vending** - in partnership with UCSF Medical Center Department of Nutrition & Food Services, Smart Choice is a wellness awareness program with the goal to promote healthy eating among UCSF retail food consumers. In 2011, Canteen Vending installed Smart Choice wraps to several of their snack machines in Moffitt Café (505 Parnassus). Each Smart Choice snack machine holds 50% or more designated Smart Choice items to promote snacking healthier.

Campus Life Services: Mission Bay Conference Center

- **UCSF discount** - For FY 2011-2012, the UCSF room rental contract formats were updated to clearly display that there is a UCSF discount and savings on the Mission Bay room rental fee.
- **Improved responsiveness to customer feedback** - Conference Center staff has been trained to contact UCSF customers within one day of their event for feedback and assessment of their experience so Conference Centers can make improvements to service levels.