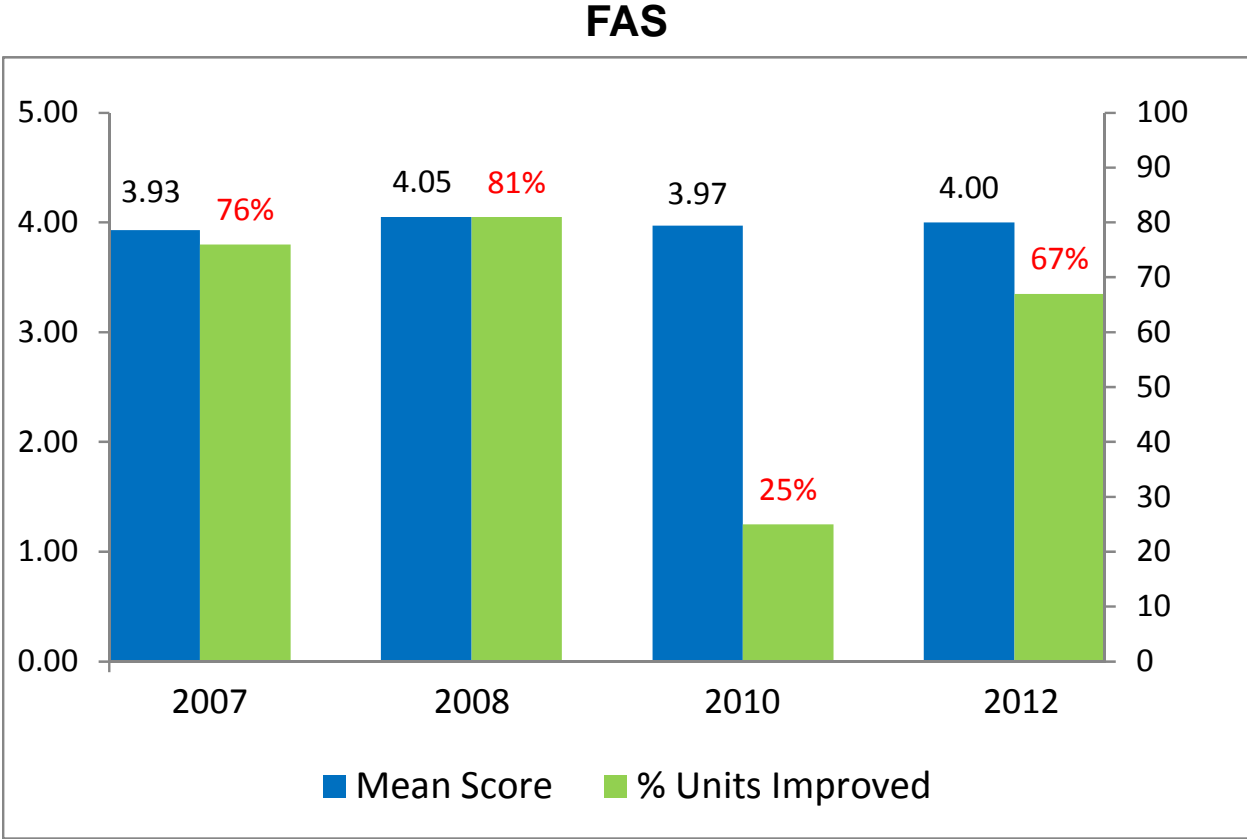

2012 FAS Customer Survey Results



Two-Thirds of 2012 FAS's Service Units Achieved Improvements In Customer Satisfaction As Compared to 25% in 2010

Overall Customer Satisfaction Scores

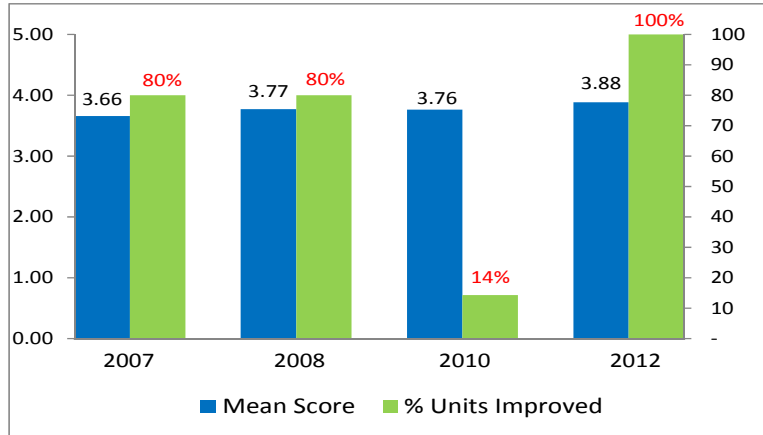


- 3816 surveys received for a response rate of 18% (slightly up from 2010)
- 27 of 29 survey units had comparable data in 2012; 2 units without 2010 baseline data are Office of Sustainability and Retail Services
- FAS 2012 score of 4.00 is a statistically significant improvement over 2010 with 90% confidence

Customer Satisfaction Trends By FAS Service Bucket

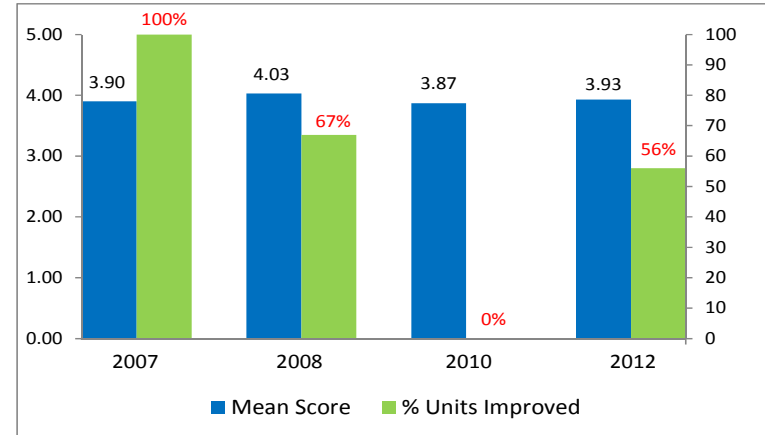
Overall Customer Satisfaction Scores

Administration



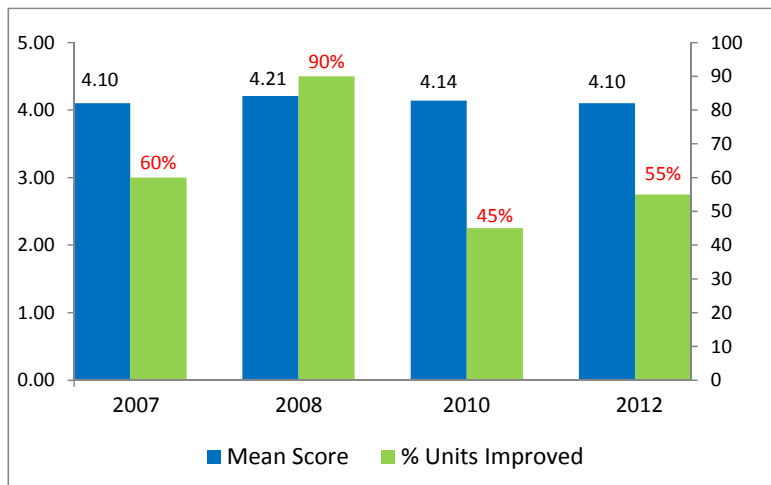
-Included PMO and Excludes HR

Operations

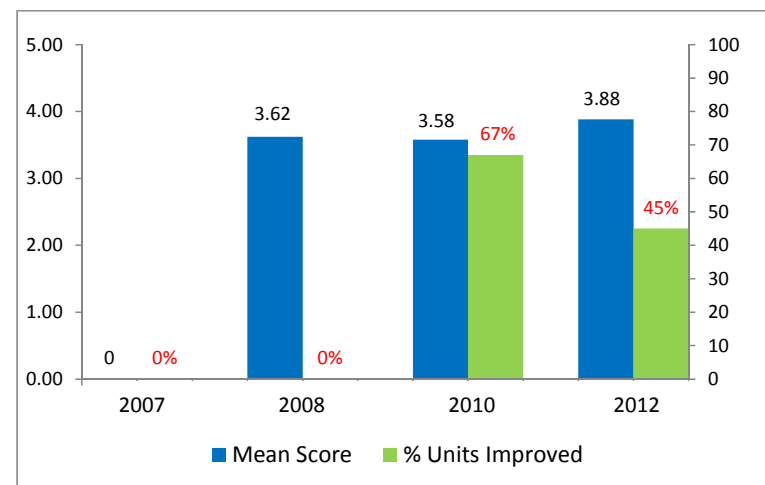


-Included Utilities

Auxiliary Enterprises (Campus Life Services only)



Campus Wide Business Tools



Scale: 1 (extremely dissatisfied) to 5 (extremely satisfied)

Customer Satisfaction Trends By Service Bucket With Survey Unit Detail

Administration

Overall Satisfaction Trends	Mean			Mean	Total Answer
	2007	2008	2010	2012	2012
Survey Units					
Audit Services	3.51	3.66	3.58	3.98	156
Finance Rollup:	3.90	3.70	3.63	3.80	
Controllers Office	3.63	3.72	3.63	3.82	995
Campus Budget Office	3.85	3.87	3.67	3.68	256
Campus Procurement and Contracts	-	3.53	3.44	3.66	581
UCSF Wide Risk Management & Insurance Services	4.01	3.96	4.02	4.15	257
Information Technology Services	-	3.95	3.90	3.97	2303
Program Management Office	3.87	3.91	3.78	3.79	191
Administration Rollup (w/ PMO)*	3.66	3.77	3.76	3.88	

*Includes PMO and excludes HR

Operations

Overall Satisfaction Trends	Mean			Mean	Total Answer
	2007	2008	2010	2012	2012
Survey Units					
Capital Programs	3.71	3.72	3.49	3.59	149
Campus Planning	-	-	3.93	3.88	208
Real Estate Services	-	-	3.56	3.60	198
Facilities Services Rollup:	3.88	3.99	3.83	3.93	
Custodial Services	3.93	3.91	3.86	3.85	1046
Maintenance Services	3.88	3.96	3.83	3.97	803
Landscape Services	4.29	4.26	4.21	4.10	410
Lock Shop / Access Control	3.75	4.05	3.70	3.95	443
Utility Services	-	-	3.78	4.04	192
Police Services	3.98	4.17	4.15	4.07	824
Office of Sustainability				3.90	167
Operations Rollup (w/ Utilities)	3.90	4.03	3.87	3.93	

*Includes Utilities

Auxiliary Enterprises (Campus Life Services only)

Overall Satisfaction Trends	Mean			Mean	Total Answer
	2007	2008	2010	2012	2012
Survey Units					
Arts & Events	4.34	4.42	4.30	4.27	616
Conference Center @ Mission Bay	3.78	3.99	4.06	4.04	301
Distribution & Storage	4.23	4.31	3.95	4.10	466
Documents/Media Services	4.37	4.38	4.22	4.27	740
Event & Meeting Center @ Millberry Union	4.30	4.17	4.22	4.27	236
Fitness & Recreation	-	4.27	4.25	4.25	1153
Housing Services	3.95	4.04	4.20	4.25	237
Mail Services	4.05	4.18	3.87	3.97	777
Parking Operations	3.88	3.95	3.91	3.88	938
Retail Services				3.91	1026
Shuttle/Rideshare/Campus Fleet Management	4.07	4.24	4.26	4.12	1905
UCSF Family Services	3.87	4.02	4.36	4.53	30
Auxiliary Enterprises (CLS only)	4.10	4.21	4.14	4.10	

Campus Wide Business Tools

Overall Satisfaction Trends	Mean			Mean	Total Answer
	2007	2008	2010	2012	2012
Survey Tools					
Advance			3.56	3.55	488
BearBuy (formerly P2P)		3.24	3.00	3.77	1132
CHR/iMedris			3.56	3.52	557
ERS (Effort Reporting System)		3.31	3.55	3.52	312
HBS Time Reporting			3.60	4.07	2336
IDR			3.47	3.00	14
MPM (Automated PAF)				3.66	140
MyExpense				4.11	1399
MyResearch			3.47	3.76	194
OLPPS (On-Line Payroll/Personnel)		3.64	3.77	3.59	284
PeopleSoft Financials/Journals		3.89	3.66	4.03	520
RAS (Research Administration System)		3.59	3.60	3.75	237
Weblinks		3.76	3.83	3.80	785
Campus Wide Business Tools Rollup	3.62	3.58	3.88		

Green indicates improvement from prior year where there is baseline data
Scale: 1 (extremely dissatisfied) to 5 (extremely satisfied)

FY14 Selected Service Improvements Addressing The Customers' Point-Of-View

Administration: *Improve communications and outreach, front-line responsiveness and knowledge and skills of professional services:*

- **ITS:** Improve communication within ITS, IT community and customers, standardize service delivery process, and create a customer centric culture
- **CO:** Improve communication and accessibility through expansion of Controller's Office help desk and launch Acct. Payable vendor portal
- **Procurement:** Extend communications through outreach and training; improve responsiveness to service requests and new features
- **Budget Office:** Improve website and access to current content
- **Audit / PMO:** Develop training to enhance staff knowledge and skills

Campus Wide Business Tools:

- Continue to improve BearBuy offerings and communications
- Usability improvements implemented for IDR, HBS, and MyResearch
- Steering committees for Advance, CHR/iMedris and MPM incorporated feedback in planning

Operations: *Enhance customer experience through streamlining processes, communications and follow-up:*

- **CLS Facility Services:** Improve customer experience by addressing work flow for work requests, scheduling and better communication of building capabilities
- **Capital Programs:** Enhance communications to better understand and update clients and provide online process description and tools
- **Real Estate Services:** Improve interactive customer experience, process consistency and follow-up
- **Campus Planning:** Improve communications and transparency of space policy /process materials, clarify roles on projects/studies, improve follow-up
- **Police:** Improve WeID experience, establish emergency preparedness feedback tool, improve service and decrease crime at Mission Bay
- **Office of Sustainability:** Implement communication plan to better engage UCSF community, expand LivingGreen Labs and LivingGreen Office programs

Auxiliary Enterprises (Campus Life Services): *Continue "We are Listening" campaign using customer feedback for continuous improvement:*

- **Arts & Events:** Reevaluate programs incorporating customer suggestions
- **Conf Ctr @ MB:** Create value packages
- **Dist & Storage / Doc Mail & Media:** Track and improve responsiveness
- **Mail:** Improve guidelines to reduce old addresses
- **Event & Mtg Ctr and Millberry:** Address physical conditions based on customer priorities
- **Fit & Rec:** User friendly website, more group fitness classes at Millberry, upgrade cardio machine features, address 1st floor Baker congestion
- **Housing:** Implement term limits to address limited housing for new faculty and students
- **Parking/Shuttle:** Customer service training for front line staff, improve communication and reliability of shuttles, display on-line parking availability at Mission Bay
- **Retail Services:** Convenience store to replace University store, more "diverse/ethnic" food options, work with vendors to address specific customer feedback
- **Family Services:** Provide information on family care alternatives