Dear Colleagues,

As a member of the UCSF community, you use services provided by Financial and Administrative Services (FAS). FAS provides business services and infrastructure to support UCSF including: Audit Services, Campus Life Services, Campus Planning, Capital Programs, Facilities Management, Finance, Information Technology Services, Office of Sustainability, UCSF Police Department, Program Management Office and Real Estate Services.

On September 17th, you will receive an email invitation from me to participate in our bi-annual Customer Survey. The survey is used to track trends in customer satisfaction and to gain a better understanding of services working well and where improvements can be made. Customer feedback and collaboration with the UCSF community have led to many service improvements over the last 18 months; selected examples are listed on our FAS website.

Survey participants will include campus faculty, students and staff, as well as stakeholders from the Medical Center, UCOP, and the community. The survey should take between 15 and 30 minutes, depending on the number of services you use. As a token of appreciation for participating, upon completion you may choose to enter in a raffle for one of ten Safeway Gift Cards valued at $75 each. The survey is being administered by Sterling Research Group to ensure strict confidentiality.

All changes, large or small, reflect our desire to work with you to be a well run business organization in support of the UCSF mission. Please take the time to provide your feedback in September.

Questions regarding the survey may be directed via email to FAS.Survey@ucsf.edu.

Sincerely,

John E. Plotts
Senior Vice Chancellor – Finance and Administration