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**To:** [UCSFSTAFF@LISTSRV.UCSF.EDU](mailto:UCSFSTAFF@LISTSRV.UCSF.EDU)  
**Subject:** FAS Customer Survey Results Are Here  
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Dear Colleagues,

This fall we asked members of the UCSF community to participate in the Financial and Administrative Services (FAS) customer survey. Thank you for your participation – we are committed to turning your feedback into actions toward the continuous improvement of our business services in support of the UCSF mission.

To this end, we track trends in customer satisfaction with the goal of continuous improvement. In 2012, FAS' consolidated overall satisfaction score indicated some improvement; 4.00 (on a 5-point scale) from 3.97 in 2010 when the survey was last conducted. Sixty-seven percent of our FAS departments saw advances in their scores compared to only twenty-two percent in 2010.

We are pleased with our progress toward improving services for our customers; however, we know we have further work to do to analyze the survey data and identify what is working well and where changes should be made. Each FAS department has begun the process of reviewing results and developing action plans.

Thank you again for your responses. They keep us focused on our objective of being a well-run business organization.

Sincerely,

John E. Plotts  
Senior Vice Chancellor – Finance and Administration

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