

From: [Senior Vice Chancellor John Plotts](#)
To: FAS-STAFF@LISTSRV.UCSF.EDU
Subject: To All FAS Staff - Thank You
Date: Monday, July 01, 2013 12:45:21 PM

Dear Finance and Administrative Services (FAS) Community,

We have just completed another busy year with many significant achievements which exemplify our collective efforts to advance UCSF's 2014-15 Plan and make FAS a well-run business. I would like to thank each one of you for your contributions, whether they be providing excellent customer service to faculty, staff and students; working with your team to enhance employee engagement; finding ways to collaborate to streamline operations, leveraging technology to achieve efficiencies, or delivering strategic initiatives which advance the UCSF vision to be the world's pre-eminent health sciences innovator.

I would like to remind everyone that our achievements over the past three years and our continued progress encompass fundamental values:

1. **Enterprise-Wide Focus** – A relentless focus on doing what is right for UCSF, not necessarily our individual departments
2. **Talent and Leadership Development** – Increased attention on developing the next generation of diverse talent through excellence in succession planning, staff development and recruiting toward advancing the organization
3. **Collaboration & Teamwork** – When we come together as a team, we can accomplish remarkable things
4. **Service Excellence at a Competitive Cost** – This is not either/or, but both. Every FAS department is meeting the challenge to reevaluate their service delivery and continually improve service from the customers' point-of-view
5. **Innovation** – We need to challenge ourselves to be creative in solving problems and be open to new ideas

Below you will find a summary of selected FY13 accomplishments and a link to a recent Managers' Town Hall presentation which includes the FAS budget & 5-year business plan, strategic plan and our recent employee engagement results.

It is a privilege to work with so many dedicated colleagues and staff. I am grateful for another year where we have met the difficult challenges put before us and continued to make a difference at UCSF. Thank you!

Sincerely,

John Plotts
Senior Vice Chancellor - Finance and Administration

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FAS FY13 Selected Accomplishments

Advanced UCSF's 2014-15 Plan: FAS either owns or is a significant contributor to thirteen strategic initiatives (also called CEC tactics and metrics) in UCSF's 2014-15 Strategic Plan.

- **Completed 10 of the 13 CEC tactics / metrics:**
 - Long-range enterprise-wide forecast, Revenue business cases, Space policy & Laurel Heights plan, OE savings, STAR recognition program, Process to cascade and report goals, Employee engagement survey, Candidate sourcing function, Governance and financial relationship, Research data repositories
- **The remaining 3 are in process and on-track:**
 - Long Range Development Plan, Succession management, Job families

Advanced FAS Business: FAS strives to continuously improve the effectiveness of our business planning and financial management; our customer service to faculty, staff, students and the community; and employee engagement as measured by the enterprise-wide Gallup survey.

- **Achieved a Financially Sustainable 5-Year Business Plan:** Continued focus on cost containment and reduction resulted in developing a balanced financial projection for FAS with opportunity for investment in strategic projects that support the enterprise.
- **Improved Customer Satisfaction:** Two-thirds of FAS's 29 service units achieved improvement in customer satisfaction scores in 2013 as compared to 25% in 2010. Each FAS department has developed customer service improvement action plans to address survey feedback which will be implemented in FY14.
- **Improved FAS Employee Engagement:** With 85% of staff participating in the Gallup survey, FAS achieved an impressive .24 increase in employee engagement – from 3.49 in 2011 to 3.73 in 2013. Results will be discussed by staff at their department and work group levels with teams developing action plans to further strengthen those areas which are most important to their work environment.

[Link to 6/27/13 FAS Manager's Town Hall Presentation which includes:](#)

- **FAS Budget & 5 Year Business Plan**
- **FAS 2013 Employee Engagement Results and Next Steps**
- **FY13 Selected Accomplishments**
- **2013 Customer Service Results**
- **FAS 3-Year Strategic Plan**

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