

From: [FAS survey communication letters - Campus](#) on behalf of [Senior Vice Chancellor John Plotts](#)
To: SURVEY-CAMPUS@LISTSRV.UCSF.EDU
Subject: UCSF Financial and Administrative Services' Customer Satisfaction Survey
Date: Wednesday, October 22, 2014 12:53:51 PM

Dear Colleagues,

As a member of the UCSF community, you use services provided by Financial and Administrative Services (FAS). On October 27th, you will receive an email invitation from me to participate in our bi-annual Customer Satisfaction Survey. The survey is used to track trends in customer satisfaction and to help us identify where to focus our efforts and resources to improve service quality. Customer feedback and collaboration with the UCSF community have led to many service improvements over the past 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 10 and 20 minutes, depending on the number of services you use. As a token of appreciation for participating, upon completion you may choose to enter a raffle for one of fifteen Amazon Gift Cards valued at \$50 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 us with your feedback.

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

Sincerely,

John E. Plotts

Senior Vice Chancellor – Finance and Administration

FAS departments include: Audit Services, Budget and Resource Management, Campus Life Services, Campus Planning, Capital Programs, Controller's Office, Office of Sustainability, Real Estate Services, Supply Chain Management, UCSF IT, UCSF Police Services, UCSF Program Management Office, and UCSF Risk Management and Insurance Services

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