

From: [FAS survey communication letters - Campus](#) on behalf of [Senior Vice Chancellor John Plotts](#)
To: SURVEY-CAMPUS@LISTSRV.UCSF.EDU
Subject: FAS Customer Satisfaction Survey Results
Date: Wednesday, March 18, 2015 12:38:32 PM

Dear Colleagues,

As a service organization, Financial and Administrative Services (FAS) impacts the UCSF mission of patient care, discovery and education. This fall, we asked members of the UCSF community to participate in the FAS Customer Satisfaction Survey. Twenty percent of our customers took the time to participate (up from 18% in 2012) and I would like to thank you for your feedback and share a high level summary of results.

- The FAS “Overall Satisfaction” score improved slightly to 4.02 (on a 5-point scale) from 4.0 in 2012. We are pleased with this steady state given some of the tremendous change efforts we have implemented in the past two years, e.g. the new chart of accounts and financial reporting, consolidation of IT services, continuing challenges with deferred maintenance, and expanded services to support the Mission Bay growth.
- Seventy-five percent of our customers rated us a 4 or 5 (5 is extremely satisfied). Our goal is to increase the percent of customers who rate us a 5.
- Our strength comes from our personal service delivered by our talented staff – the majority of positive customer comments reflected an appreciation for: courteous service, knowledgeable people, and timely responses to service requests. I am very proud of our professional staff and appreciate it when you tell them they have done a good job.
- General opportunities to improve include:
 - Improve functionality of, and training on, our newer business systems and tools.
 - Achieve a better understanding of customer needs by acquiring input on anticipated service changes – where we did this well, customers scored us better.
 - Deliver better communications on the changes being made to services, including the rationale for significant changes.
 - Keep customers apprised of progress on service requests – customers appreciate being kept informed.

The most useful insights come from analyzing the survey data at the department and unit levels of FAS. These findings become the basis of Action Plans used to drive continuous business service improvements. Relevant improvements or changes to services will be made directly from service areas to their respective customer groups.

Thank you again for participating in our customer survey as we strive to better serve you in advancing the UCSF mission.

Sincerely,

John E. Plotts
Senior Vice Chancellor – Finance and Administration

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