

Improvements Made to FAS Business Services

Customer feedback is essential in helping FAS know what it is doing well and where to improve. FAS employees continue to be committed to delivering service with C.A.R.E. by: working **Collaboratively** with customers to achieve their goals and purposes; being **Accountable** for delivering what is expected and complying with policies and procedures; being **Responsive** in understanding and adjusting to changing needs and responding to customers in a timely manner, and being **Efficient** by delivering high quality products and services in a cost effect manner.

Representative improvements made as result of customer feedback:

- **Information Technology Services** implemented a number of improvements to improve productivity and service levels and to reduce costs: no more automatic password expiration; outgoing UCSF Campus caller ID is no longer blocked; and VPN (virtual private network) support is now available to the Campus community for iPhone, iPad, and iPod Touch.
- **Transportation Services** expanded its array of alternative transportation options including Zimride (www.zimride.com/ucsf), a new online ride-matching service that assists staff, faculty, and students with carpooling to and from UCSF. In addition, more carpool parking spaces were installed at various campus locations including Parnassus and Mission Bay.
- **Facilities Management** implemented multiple initiatives that improved safety and energy efficiency including, upgrading the fire alarm system with mass communication capabilities and implementing recycling programs to reduce campus waste.
- **Police Services** improved WE ID scheduling through the on-line appointment system including an intelligent calendar and combined WE ID /Live Scan Fingerprint appointment capabilities.
- **Housing Services** started construction on a 2500 square foot multi-purpose community center at the Aldea Housing complex. Scheduled to open in spring 2011, this facility will serve as a new venue for events, retreats and gatherings for Aldea tenants and campus departments.
- **Human Resources** developed a shorter and more concise Employee Requisition Form / Job Description, estimated to have reduced preparation time from 1 hour to 30 minutes.

Additional Improvements by FAS Department:

Information Technology Services (ITS)

- Assistant field added to the directory
- Size of email attachment limit increased to 25MB
- Cohort selection tool added to MyResearch/IDR

Police Services

- Through COPPS program, increased foot patrols at Mt. Zion, SFGH, Laurel Heights, Mission Bay and other outlying locations. (36% increase over previous year)
- Increased traffic enforcement, as a result of customer feedback, resulting in a 56% increase in citation issuance

Facilities Management

- New web based tool to help departments efficiently reconcile FM recharge invoices
- New forums between facility coordinators and Facilities Management to proactively identify common facility issues
- Point of Service Customer Surveys for every work order to reinforce accountability and follow-up
- New custodial services inspection program to help maintain and improve the campus environment

Human Resources

- Improved screening questions for job postings to improve quality of candidates reviewed
- Redesign of Employee Orientation to increase availability (2X a month versus once every month) while decreasing the amount of time spent in the classroom (4 hours versus 6 hours)
- New job standards and job description templates in support of campus re-organization efforts, such as an HR Generalist series and Fundraising job family
- Customization of Performance Management Series to increase learning retention to better meet customer needs, such as Police Sergeants and Facilities Management group
- Increase the availability of just-in-time learning tools such as Preparing for Your Performance Appraisal or Managing Change e-Tool Kits
- Providing career development tools both on-line, using the Career Planning website, and in Career Planning Workshops to enhance development opportunities for all levels of staff

Finance: Controller's Office

- In Accounts Payable, opened up WebNow so that Departments could pull copies of their invoices for GL Verification
- Launched the P-Card (Purchase Card) so departments could streamline small dollar purchases
- Re-launched the Connexus Travel Portal and provided training support through a travel fair, webinars, and drop-in training sessions

Finance: Campus Budget Office

- Continuing to enhance and improve the recharge process

Capital Programs

- Launched a Small Projects initiative to improve response times and increase the efficiency in which we deliver smaller projects
- Implementing a new business system to manage financial, scheduling, communications, and other aspects of project management – due to be ready in 2011

Audit Services

- Implementing The Transparency Project, initiated by UCOP, to make audit results available to everyone by posting reports on the web

Campus Life Services (CLS)

CLS: Family Services (formerly Child Care Services)

- Broadened child care services to include families programs in order to service the larger needs of the campus including launching <http://myfamily.ucsf.edu/> and an e-newsletter
- Refreshed 8 campus lactation rooms (added appropriate furniture for nursing moms, curtains and magazine racks) and improved cleanliness standards in partnership with Facility Management.

CLS: Parking Operations

- In response to demand for additional bicycle parking at the Parnassus campus, Transportation Services applied for and was awarded a \$50K grant through the San Francisco County Transit Authority for a new bicycle cage near the Millberry Union garage. The cage will hold 50 to 75 bikes and is projected to come online in early 2011.