FAS Customer Satisfaction Index (CSI)
Snapshot of FY19 Results

Financial and Administrative Services (FAS) is using your feedback to improve the customer experience. Below is a snapshot of our year-over-year progress.

### Year-over-year CSI

<table>
<thead>
<tr>
<th>Service</th>
<th>FY19</th>
<th>FY18 Baseline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Police</td>
<td>83</td>
<td>85</td>
</tr>
<tr>
<td>Information Technology (IT)</td>
<td>72</td>
<td>75</td>
</tr>
<tr>
<td>Campus Life Services (CLS)</td>
<td>67</td>
<td>68</td>
</tr>
<tr>
<td>FAS Average</td>
<td>67</td>
<td>65</td>
</tr>
<tr>
<td>Finance</td>
<td>56</td>
<td>56</td>
</tr>
<tr>
<td>Human Resources</td>
<td>56</td>
<td>56</td>
</tr>
<tr>
<td>Physical Work Environment</td>
<td>56</td>
<td>56</td>
</tr>
</tbody>
</table>

**FY19 Highlights**

- 78% of our services improved year-over-year (47 of 60)
- 62% of our services rated ≥ 70 (37 of 60)
- 10% of our services rated < 60 (6 of 60)
- Increased satisfaction led to increased sentiment of partnership and trust
- Consistent with benchmarks, the more complex the customer relationship, the lower the score.

An exception was Campus Life Services where the more services used, the higher the CSI.

### Benchmarks

- FAS score = average of 6 surveys
- 10 pt scale converted to 0-100 score reflects average score (not percent satisfied or top box)
- Internal service scores often lower (usually 50s, 60s & 70s) due to the complex nature of service delivery

**ADDITIONAL BENCHMARKS:**
- http://www.theacsi.org
- http://www.cfigroup.com

### Customer Satisfaction Model

The Customer Satisfaction Index (CSI) has a cause-and-effect model which leads to important outcomes of partnership and trust.

**FAS**
Financial & Administrative Services

**UCSF**
Campus Life Services
UCSF HR
UCSF IT
UCSF Finance
UCSF Police Dept.
Physical Work Environment

*Combines Facilities and Real Estate Services