

FAS Customer Feedback Summary

Fiscal Year 2021

FAS-wide Rollup	Customer Satisfaction Index (CSI)			Service Lines Scoring ≥ 67* or Showing YOY Score Improvement		
	2019-20	2020-21	Δ	2019-20	2020-21	% 2020-21
	68	70	2	25/45	49/61	80%

FINANCE	2019-20	2020-21	Δ	2019-20	2020-21	% 2020-21
	64	65	-	5/7	5/7	71%

Service Line	2019-20	2020-21	Δ	FY21 n	2020-21 Score Distribution
Procure to Pay	57	57	-	219	<div><div></div><div></div><div></div></div> 51% 11% 39%
Payroll	82	81	-	562	<div><div></div><div></div><div></div></div> 11% 80%
Receiving & Delivery	73	71	-	151	<div><div></div><div></div><div></div></div> 26% 67%
Travel & Expense Reimbursement	68	68	-	304	<div><div></div><div></div><div></div></div> 27% 11% 63%
Contracts & Grants Financial Mgt.	59	57	-	138	<div><div></div><div></div><div></div></div> 38% 12% 49%
Use/Reconcile P-card	81	79	-	49	<div><div></div><div></div><div></div></div> 12% 86%
MyReports	72	70	-	176	<div><div></div><div></div><div></div></div> 23% 10% 66%

IT	2019-20	2020-21	Δ	2019-20	2020-21	% 2020-21
	75	78	↑	12/13	14/14	100%

Service Line	2019-20	2020-21	Δ	FY21 n	2020-21 Score Distribution
Account Request Form	71	78	↑	291	<div><div></div><div></div><div></div></div> 16% 77%
Getting a New or Reassigned Phone	80	85	↑	194	<div><div></div><div></div><div></div></div> 10% 87%
Getting a New or Reassigned Computer	81	84	↑	443	<div><div></div><div></div><div></div></div> 10% 83%
Email Support	80	83	↑	542	<div><div></div><div></div><div></div></div> 12% 82%
Server Request	72	83	↑	150	<div><div></div><div></div><div></div></div> 85%
Firewall Request	61	--	-	8	<div><div></div><div></div><div></div></div> 42% 58%
Data Request	77	75	-	85	<div><div></div><div></div><div></div></div> 19% 10% 71%
Security Request	72	79	↑	185	<div><div></div><div></div><div></div></div> 18% 76%
Consultation Request	83	84	-	394	<div><div></div><div></div><div></div></div> 12% 83%
Zoom	N/A	89	-	246	<div><div></div><div></div><div></div></div> 91%
Teams	N/A	75	-	58	<div><div></div><div></div><div></div></div> 21% 74%
Web Services	75	79	-	100	<div><div></div><div></div><div></div></div> 14% 78%
Network Services	80	84	↑	722	<div><div></div><div></div><div></div></div> 10% 86%
Wireless Network	75	80	-	99	<div><div></div><div></div><div></div></div> 15% 81%
DNS Request	73	--	-	7	<div><div></div><div></div><div></div></div> 22% 78%
Collaboration Tools Support	N/A	72	-	209	<div><div></div><div></div><div></div></div> 22% 69%

FACILITIES SERVICES	2019-20	2020-21	Δ	2019-20	2020-21	% 2020-21
	-	77	-	-	11/11	100%

Service Requests	2019-20	2020-21	Δ	FY21 n	2020-21 Score Distribution
Workplace Cleanliness/Custodial Request	-	83	-	570	<div><div></div><div></div><div></div></div> 87%
Elevators/Elevator Requests	-	68	-	644	<div><div></div><div></div><div></div></div> 17% 75%
Recycling Program	-	83	-	715	<div><div></div><div></div><div></div></div> 9% 85%
Outdoor Spaces	-	78	-	901	<div><div></div><div></div><div></div></div> 12% 9% 79%
Electric Service	-	86	-	688	<div><div></div><div></div><div></div></div> 89%
My FS/Campus CSSC	-	84	-	187	<div><div></div><div></div><div></div></div> 87%
Event Service Requests	-	84	-	47	<div><div></div><div></div><div></div></div> 8% 85%
Fire Life & Safety Requests	-	82	-	21	<div><div></div><div></div><div></div></div> 13% 74%
Maintenance Service Requests	-	83	-	189	<div><div></div><div></div><div></div></div> 86%
ACCS Service Requests	-	82	-	106	<div><div></div><div></div><div></div></div> 11% 79%
Renovations	-	-	-	24	
Pest Service Requests	-	77	-	46	<div><div></div><div></div><div></div></div> 15% 13% 73%

Bold service lines are those with high impact upon Overall Service scores (1.0+)

Scores highlighted in green meet or exceed goal threshold of 67. Arrows denote statistically significant score changes (80% confidence level or higher).

Poor/Very Poor (0-55 = 1 to <6)

Acceptable (56-66 = 6 to < 7)

Good/Very Good (≥67 = ≥7)

FAS Customer Feedback Summary

Fiscal Year 2021

HR - Individual Contributors

Customer Satisfaction Index (CSI)			Service lines improved, or maintained ≥ 67*		
2019-20	2020-21	Δ	2019-20	2020-21	% 2020-21
56	60	↑	6/11	6/11	55%

Service Line	2019-20	2020-21	Δ	FY21 n	2020-21 Score Distribution
Recruit	60	64	↑	213	<div><div></div><div></div><div></div></div> 32% 15% 53%
Appointment Process	60	68	↑	68	<div><div></div><div></div><div></div></div> 28% 63%
Appointment Renewal	57	74	↑	72	<div><div></div><div></div><div></div></div> 24% 10% 67%
Get Started	69	66	-	304	<div><div></div><div></div><div></div></div> 29% 11% 61%
Advancement	54	71	-	77	<div><div></div><div></div><div></div></div> 21% 16% 64%
Benefits Inquiries	63	59	↓	659	<div><div></div><div></div><div></div></div> 40% 53%
Training and Development	68	70	-	177	<div><div></div><div></div><div></div></div> 23% 12% 65%
Disability, FMLA and Leave	59	60	-	336	<div><div></div><div></div><div></div></div> 38% 10% 51%
Workplace Accommodations	51	51	-	49	<div><div></div><div></div><div></div></div> 47% 45%
Evaluate Performance	67	70	-	157	<div><div></div><div></div><div></div></div> 20% 73%
Faculty and Staff Assistance Program	72	62	-	46	<div><div></div><div></div><div></div></div> 35% 61%

HR - Managers/Supervisors

2019-20	2020-21	Δ	2019-20	2020-21	% 2020-21
47	56	↑	4/13	9/13	69%

Service Line	2019-20	2020-21	Δ	FY21 n	2020-21 Score Distribution
Recruit	54	63	↑	207	<div><div></div><div></div><div></div></div> 33% 16% 51%
Appointment	63	62	-	25	<div><div></div><div></div><div></div></div> 24% 32% 44%
Appointment Renewals	70	67	-	26	<div><div></div><div></div><div></div></div> 23% 69%
Get Started	56	63	↑	186	<div><div></div><div></div><div></div></div> 34% 14% 52%
Advancement	71	-	-	4	<div><div></div><div></div><div></div></div> 50% 25% 25%
Job Classification and Compensation	47	57	↑	146	<div><div></div><div></div><div></div></div> 44% 10% 46%
Straight Replacement	-	59		17	<div><div></div><div></div><div></div></div> 29% 18% 53%
Benefits Inquiries	60	63	-	21	<div><div></div><div></div><div></div></div> 33% 19% 48%
Training and Development	64	73	↑	116	<div><div></div><div></div><div></div></div> 20% 12% 68%
Faculty and Staff Assistance Program	77	82	↑	105	<div><div></div><div></div><div></div></div> 13% 80%
Disability, FMLA, and Other Leave	55	62	↑	151	<div><div></div><div></div><div></div></div> 40% 52%
Evaluate Performance	63	70	↑	223	<div><div></div><div></div><div></div></div> 26% 12% 62%
Address Performance - Staff	55	60	-	125	<div><div></div><div></div><div></div></div> 40% 10% 50%
Separate	65	75	↑	96	<div><div></div><div></div><div></div></div> 23% 72%

Police

2019-20	2020-21	Δ	2019-20	2020-21	
78	75	-	1/1	1/1	

Service Line	2019-20	2020-21	Δ	FY21 n	2020-21 Score Distribution
Satisfaction with interaction	78	75	-	109	<div><div></div><div></div><div></div></div> 22% 74%

Real Estate Services

2019-20	2020-21	Δ	2019-20	2020-21	% 2020-21
-	65	-	-	3/4	75%

Service Line	2019-20	2020-21	Δ	FY21 n	2020-21 Score Distribution
Campus Planning	-	69	-	33	<div><div></div><div></div><div></div></div> 24% 67%
Design and Construction	-	61	-	28	<div><div></div><div></div><div></div></div> 36% 57%
Real Estate Services	-	71	-	27	<div><div></div><div></div><div></div></div> 22% 70%
PRIDE	-	77	-	38	<div><div></div><div></div><div></div></div> 16% 76%

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