

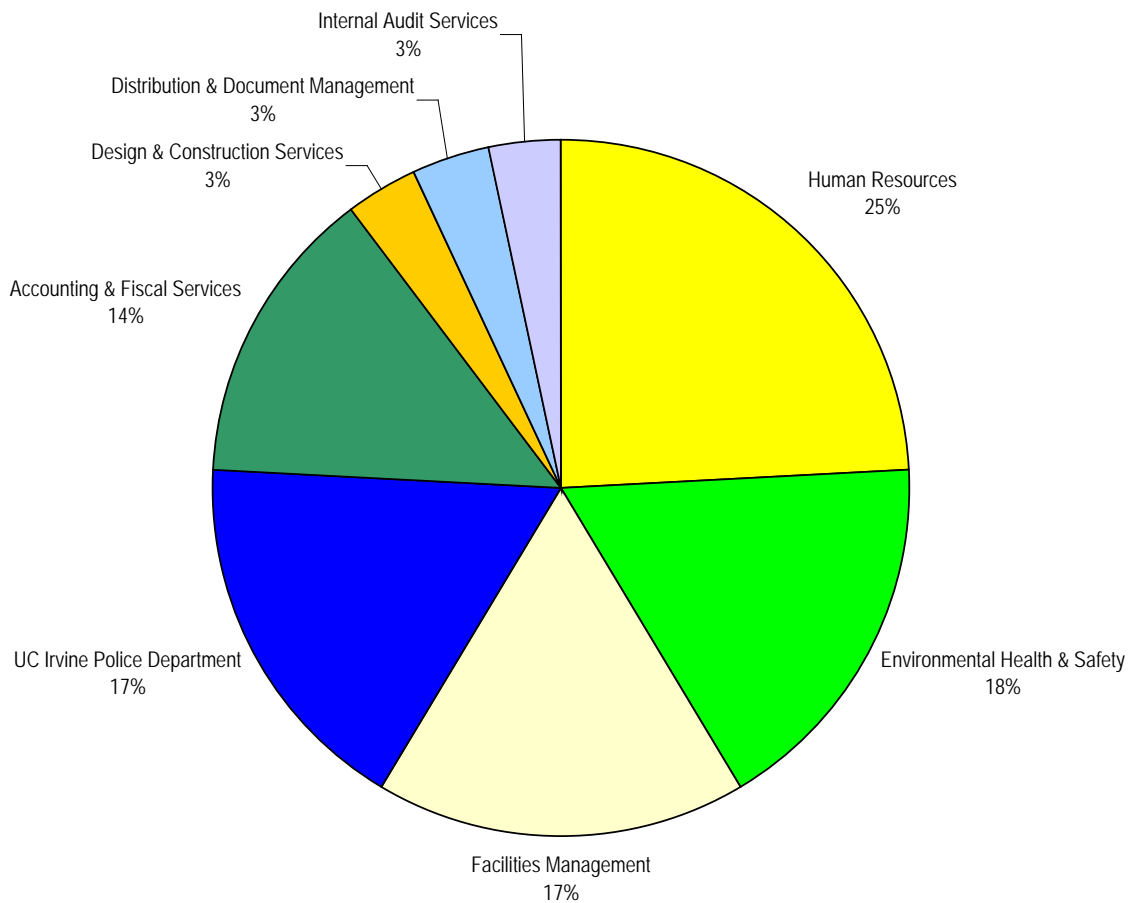


## 2011 CUSTOMER SURVEY

Administrative & Business Services annually solicits feedback from key customers to help inform the organization's ongoing process-improvement program. The 2011 survey was distributed to 188 business officers in campus academic units, Health Sciences, and Student Affairs. Forty-two individuals responded, resulting in a 22 percent overall response rate. Customers were asked to rank A&BS departments in terms of continuous improvement in business practices and overall satisfaction with services provided during FY 2010-2011. Additionally, customers provided feedback on A&BS processes, forms, policies, and requirements that they believe warrant simplification.

### RESULTS

**Which A&BS department has the best track record of consistently improving its practices?**



**Based on the following four-point scale, units within these A&BS departments meet customer's overall expectations:**

**Always = 4**

**Usually = 3**

**Seldom = 2**

**Never = 1**

<b>ACCOUNTING &amp; FISCAL SERVICES</b>	<b>2002</b>	<b>2003</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
<b>Accounts Payable</b> <i>PayQuest &amp; Form 5s</i>	3.1	3.3	3.4	3.2	3.1	3.0	3.2	3.3	3.4
<b>Accounts Payable</b> <i>Travel</i>	3.2	3.3	3.2	3.1	3.1	3.1	3.1	3.3	3.3
<b>Accounts Payable</b> <i>Vendor Payments</i>	3.2	3.2	3.2	3.1	3.1	3.2	3.2	3.3	3.5
Cashiering and Financial Services	3.3	3.3	3.3	3.4	3.3	3.4	3.3	3.4	3.5
Contracts and Grants Accounting	2.8	3.0	3.0	2.9	3.0	3.0	2.8	3.0	3.1
<b>General Accounting</b> <i>Ledger</i>	3.2	3.3	3.3	3.2	3.2	3.3	3.3	3.3	3.2
Payroll	3.3	3.3	3.3	3.5	3.3	3.3	3.2	3.1	3.5
<b>Department Mean</b>	<b>3.2</b>	<b>3.2</b>	<b>3.2</b>	<b>3.2</b>	<b>3.2</b>	<b>3.2</b>	<b>3.2</b>	<b>3.3</b>	<b>3.4</b>

<b>DISTRIBUTION &amp; DOCUMENT MANAGEMENT</b>	<b>2002</b>	<b>2003</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Document Imaging	N/A	N/A	N/A	3.4	3.4	3.4	3.5	3.4	3.5
Mail, Receiving and Records Storage	3.3	3.4	3.5	3.4	3.4	3.5	3.6	3.4	3.3
Policy and Procedures	3.3	3.3	3.5	3.3	3.3	3.3	3.4	3.4	3.3
ZotMail	3.3	3.5	3.5	3.5	3.5	3.5	3.5	3.5	3.5
<b>Department Mean</b>	<b>3.3</b>	<b>3.4</b>	<b>3.5</b>	<b>3.4</b>	<b>3.4</b>	<b>3.4</b>	<b>3.5</b>	<b>3.4</b>	<b>3.4</b>

<b>ENVIRONMENTAL HEALTH &amp; SAFETY</b>	<b>2002</b>	<b>2003</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
EH&S Training	2.7	3.2	3.2	3.4	3.3	3.4	3.5	3.4	3.5
Environmental and Hazardous Waste Management	2.9	3.2	3.1	3.1	3.2	3.3	3.3	3.4	3.3
Emergency Management	N/A	N/A	3.1	3.2	3.1	3.2	3.3	3.2	3.4
Fire Safety	2.8	3.1	3.0	3.2	3.1	3.3	3.3	3.3	3.4
General Health and Safety	2.8	3.2	2.9	3.3	3.2	3.4	3.4	3.3	3.4
Laboratory Safety (chemical/biological/radiation)	2.9	3.3	3.0	3.2	3.3	3.4	3.2	3.4	3.3
<b>Department Mean</b>	<b>2.8</b>	<b>3.2</b>	<b>3.1</b>	<b>3.2</b>	<b>3.2</b>	<b>3.3</b>	<b>3.3</b>	<b>3.3</b>	<b>3.4</b>

**Meets customer's overall expectations:**

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<b>FACILITIES MANAGEMENT</b>	<b>2002</b>	<b>2003</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Building Maintenance	N/A	N/A	2.5	2.9	2.9	2.9	3.0	3.0	3.0
Business Operations/Billing	N/A	2.5	2.4	N/A	N/A	N/A	N/A	2.9	3.0
Carpentry	N/A	N/A	3.0	3.1	3.0	3.0	3.2	3.0	3.0
Central Plant, Heating, and Air Conditioning	3.0	3.0	3.0	2.9	2.8	2.9	3.0	2.8	3.1
Custodial Building Services	3.0	3.0	3.2	3.2	3.2	3.1	3.2	3.1	3.3
Electrical	N/A	N/A	3.1	3.3	3.1	3.1	3.0	3.1	3.4
Elevator Maintenance	N/A	N/A	2.6	2.7	2.8	2.6	3.0	2.8	3.1
Fleet Services	3.3	3.1	3.1	3.1	3.0	3.0	3.2	3.2	3.3
Grounds	3.1	3.0	3.0	3.2	3.1	3.3	3.2	3.3	3.5
Lock Shop/Security System	N/A	N/A	3.2	3.2	3.0	3.2	3.2	3.1	3.5
Paint Shop	N/A	N/A	2.7	2.9	2.8	2.9	2.9	3.0	3.2
Pest Control	N/A	N/A	3.1	3.3	3.0	3.1	3.1	3.3	3.2
Plumbing	N/A	N/A	2.9	3.2	3.0	3.1	3.2	3.1	3.1
Renovation <i>Minor Capital Repairs</i>	1.9	2.4	2.4	2.6	2.6	2.6	2.8	3.0	2.9
Service (Help) Desk	3.1	2.9	3.0	3.1	3.1	3.2	3.0	3.2	3.3
Sign Shop	N/A	N/A	3.3	3.5	3.3	3.3	3.4	3.2	3.5
<b>Department Mean</b>	<b>2.9</b>	<b>2.8</b>	<b>2.9</b>	<b>3.1</b>	<b>3.0</b>	<b>3.0</b>	<b>3.1</b>	<b>3.1</b>	<b>3.2</b>

<b>HUMAN RESOURCES</b>	<b>2002</b>	<b>2003</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Benefits	3.3	3.4	3.3	3.4	3.4	3.2	3.2	3.1	3.5
Classification and Compensation	3.1	3.4	3.3	3.3	3.2	3.1	3.1	2.9	3.3
Employee and Labor Relations	3.1	3.4	3.1	3.3	3.1	3.1	3.1	3.0	3.4
Employment Services	3.1	3.5	3.4	3.4	3.3	3.3	3.2	3.2	3.4
Training and Development	3.3	3.4	3.3	3.4	3.3	3.2	3.1	3.1	3.2
Workers' Compensation and Disability Management	3.1	3.2	3.2	3.2	3.2	3.1	3.3	3.0	3.5
<b>Department Mean</b>	<b>3.2</b>	<b>3.4</b>	<b>3.3</b>	<b>3.3</b>	<b>3.3</b>	<b>3.2</b>	<b>3.2</b>	<b>3.1</b>	<b>3.4</b>

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<b>MATERIEL &amp; RISK MANAGEMENT</b>	<b>2002</b>	<b>2003</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Equipment Management	3.0	2.9	3.2	3.2	3.2	3.3	3.0	3.4	3.5
Insurance and Risk Management	3.0	N/A	3.4	3.4	3.3	3.3	3.1	3.3	3.3
Purchasing	3.3	3.2	3.2	3.3	3.2	3.3	3.1	3.4	3.5
<b>Department Mean</b>	<b>3.1</b>	<b>3.1</b>	<b>3.3</b>	<b>3.3</b>	<b>3.2</b>	<b>3.3</b>	<b>3.1</b>	<b>3.4</b>	<b>3.4</b>

<b>PARKING &amp; TRANSPORTATION SERVICES</b>	<b>2002</b>	<b>2003</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Enforcement and Adjudication	N/A	N/A	N/A	N/A	N/A	N/A	N/A	2.9	3.0
Event Services	N/A	N/A	N/A	N/A	N/A	N/A	N/A	3.1	3.1
Maintenance	N/A	N/A	N/A	N/A	N/A	N/A	N/A	3.0	2.8
Permit Sales	N/A	N/A	N/A	N/A	N/A	N/A	N/A	3.3	3.3
Sustainable Transportation	N/A	N/A	N/A	N/A	N/A	N/A	N/A	3.2	3.0
<b>Department Mean</b>	<b>3.1</b>	<b>3.3</b>	<b>3.1</b>	<b>2.9</b>	<b>2.8</b>	<b>3.0</b>	<b>3.0</b>	<b>3.1</b>	<b>3.0</b>

<b>OTHER UNITS</b>	<b>2002</b>	<b>2003</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Design & Construction Services	N/A	N/A	2.8	2.5	2.7	2.8	2.7	3.1	3.2
Environmental Planning & Sustainability	N/A	N/A	3.0	2.9	3.2	3.1	3.1	3.0	3.2
Internal Audit Services	3.0	3.0	2.9	3.1	2.9	3.1	3.0	3.3	3.4
UC Irvine Police Department	3.4	3.3	3.4	3.4	3.3	3.5	3.5	3.5	3.6

**A&BS PROCESS, POLICY, RULE, OR REQUIREMENT  
THAT MOST WARRANTS SIMPLIFICATION  
(NOTED BY SURVEY PARTICIPANTS)**

**Accounting & Fiscal Services**

- Reimbursement processes

**Distribution & Document Management**

- Mail service
- Policy interpretation

**Facilities Management**

- Invoicing/job tracking
- Estimates

**Human Resources**

- Location of training
- Compensation, specifically equity process

**Parking & Transportation Management**

- Parking fees
- P&TS hours
- Allocation of space assignments in Lot 2

**TOP-PRIORITY AREAS TARGETED FOR IMPROVEMENT  
IN FY 2011-2012  
BASED ON CUSTOMER FEEDBACK**

**Accounting & Fiscal Services** will develop new SNAP pages that provide easier-to-understand information about supporting documentation necessary for reimbursement payment types.

**Facilities Management** will improve customer invoicing/job tracking focused on fewer emails to the customer, if possible.

**Human Resources** and **Parking & Transportation Services** will develop and pilot programs to allow users of sustainable transportation to participate in training held in non-central campus locations by:

- Implementing a car share or carpool match program. (**Parking & Transportation Services**)
- Implement eLearning options so that 10 percent of Human Resource training sessions can be attended remotely, or sessions can be recorded and viewed through the UC Learning Center. (**Human Resources**)