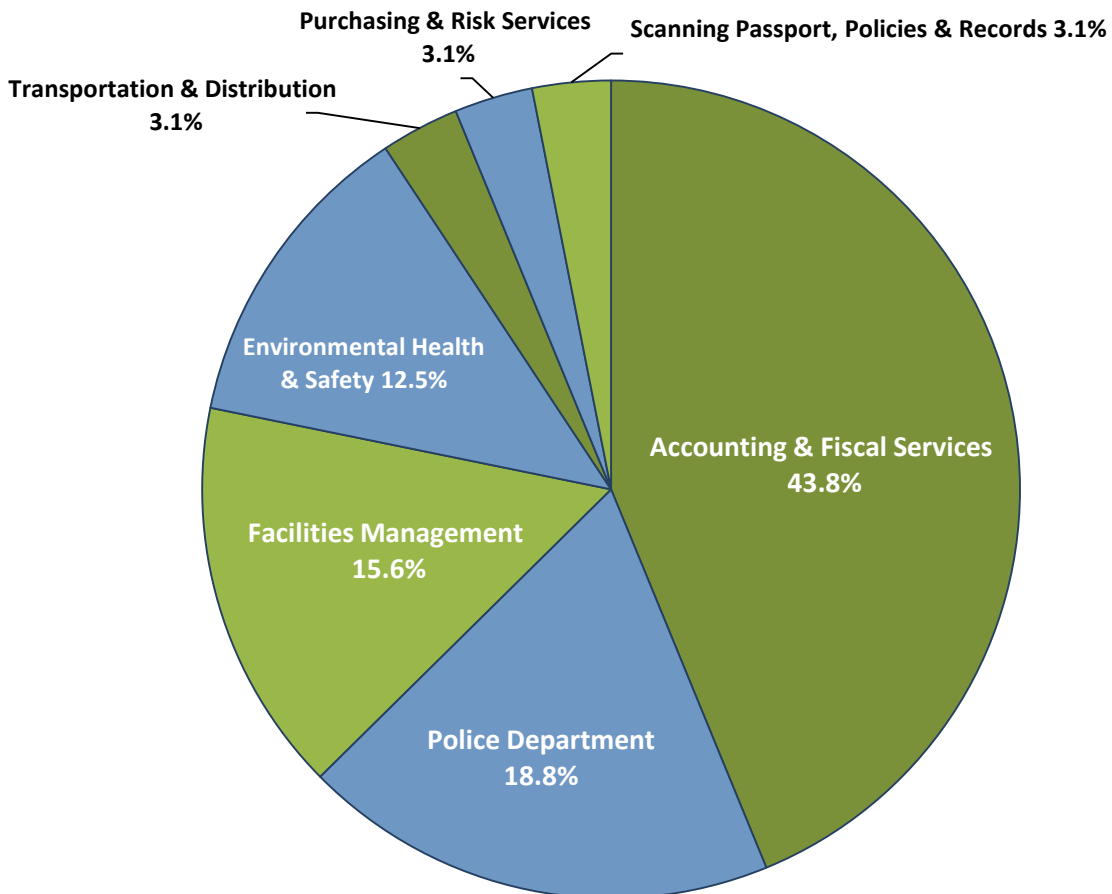


2015 CUSTOMER SURVEY

Administrative and Business Services annually solicits feedback from key customers to help inform the organization's ongoing process-improvement program. The 2015 survey was distributed to 231 individuals in campus academic units, Health Sciences, and Student Affairs. Forty-three individuals responded anonymously, resulting in a 19% 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 calendar year 2015. 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							
Accounting & Fiscal Services	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	
Accounts Payable <i>DV & payments</i>	3.2	3.1	3.0	3.2	3.3	3.4	3.3	3.6	3.3	3.7	
Accounts Payable <i>Travel</i>	3.1	3.1	3.1	3.1	3.3	3.3	3.3	3.7	3.3	3.7	
Accounts Payable <i>Vendor Payments</i>	3.1	3.1	3.2	3.2	3.3	3.5	3.3	3.5	3.3	3.7	
Cashiering and Financial Services	3.4	3.3	3.4	3.3	3.4	3.5	3.4	3.5	3.2	3.6	
Contracts and Grants Accounting	2.9	3.0	3.0	2.8	3.0	3.1	3.0	3.0	2.8	3.1	
General Accounting <i>Ledger</i>	3.2	3.2	3.3	3.3	3.3	3.2	3.1	3.3	3.0	3.5	
Kuali Help Desk	N/A	N/A	N/A	N/A	N/A	N/A	N/A	3.0	3.0	3.2	
Payroll	3.5	3.3	3.3	3.2	3.1	3.5	3.3	3.1	3.0	3.1	
Department Mean	3.2	3.2	3.2	3.2	3.3	3.4	3.2	3.3	3.1	3.4	

Environmental Health & Safety	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
EH&S Training	3.4	3.3	3.4	3.5	3.4	3.5	3.5	3.5	3.3	3.4
Environmental and Hazardous Waste Management	3.1	3.2	3.3	3.3	3.4	3.3	3.5	3.5	3.5	3.7
Fire Safety	3.2	3.1	3.3	3.3	3.3	3.4	3.6	3.6	3.4	3.5
General Health and Safety	3.3	3.2	3.4	3.4	3.3	3.4	3.5	3.6	3.6	3.5
Laboratory Safety <i>chemical/biological/radiation</i>	3.2	3.3	3.4	3.2	3.4	3.3	3.5	3.7	3.9	3.4
Department Mean	3.2	3.2	3.3	3.3	3.3	3.4	3.5	3.6	3.6	3.5

Facilities Management	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
Building Maintenance	2.9	2.9	2.9	3.0	3.0	3.0	3.2	3.2	3.2	3.1
Business Office/Billing	N/A	N/A	N/A	N/A	2.9	3.0	3.2	3.4	3.0	3.2
Carpentry	3.1	3.0	3.0	3.2	3.0	3.0	3.3	3.4	3.8	3.3
Central Plant, Heating, and Air Conditioning	2.9	2.8	2.9	3.0	2.8	3.1	3.1	3.4	3.3	3.3
Custodial Building Services	3.2	3.2	3.1	3.2	3.1	3.3	3.1	3.3	3.4	3.2
Electrical	3.3	3.1	3.1	3.0	3.1	3.4	3.4	3.4	3.6	3.5
Elevator Maintenance	2.7	2.8	2.6	3.0	2.8	3.1	3.1	3.3	3.4	3.0
Fleet Services	3.1	3.0	3.0	3.2	3.2	3.3	3.6	3.5	3.3	3.6
Grounds	3.2	3.1	3.3	3.2	3.3	3.5	3.5	3.5	3.2	3.3
Lock Shop/Security System	3.2	3.0	3.2	3.2	3.1	3.5	3.3	2.9	3.4	3.3
Paint Shop	2.9	2.8	2.9	2.9	3.0	3.2	3.0	3.1	3.3	3.3
Pest Control	3.3	3.0	3.1	3.1	3.3	3.2	3.5	3.3	3.6	3.1
Plumbing	3.2	3.0	3.1	3.2	3.1	3.1	3.4	3.7	3.7	3.3
Renovation <i>Minor Capital Repairs</i>	2.6	2.6	2.6	2.8	3.0	2.9	3.1	3.3	3.6	3.3
Service (Help) Desk	3.1	3.1	3.2	3.0	3.2	3.3	3.5	3.6	3.7	3.7
Sign Shop	3.5	3.3	3.3	3.4	3.2	3.5	3.5	3.5	3.7	3.5
Department Mean	3.1	3.0	3.0	3.1	3.1	3.2	3.3	3.4	3.5	3.3

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

Purchasing & Risk Management	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
Equipment Management	3.2	3.2	3.3	3.0	3.4	3.5	3.0	3.4	3.4	3.5
Insurance and Risk Management	3.4	3.3	3.3	3.1	3.3	3.3	3.1	3.4	3.3	3.3
Purchasing	3.3	3.2	3.3	3.1	3.4	3.5	3.4	3.5	3.6	3.4
Department Mean	3.3	3.2	3.3	3.1	3.4	3.4	3.2	3.4	3.4	3.4

Scanning, Passport, Administrative Policies & Records	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
Document Imaging	3.4	3.4	3.4	3.5	3.4	3.5	3.5	3.2	3.0	3.0
Policy and Procedures	3.3	3.3	3.3	3.4	3.4	3.3	3.4	3.3	3.1	3.5
ZotMail	3.5	3.5	3.5	3.5	3.5	3.5	3.4	3.4	3.4	3.6
Department Mean	3.4	3.4	3.4	3.5	3.4	3.4	3.5	3.3	3.2	3.4

Transportation & Distribution Services	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
Enforcement and Adjudication	N/A	N/A	N/A	N/A	2.9	3.0	2.9	2.5	3.0	3.2
Event Services	N/A	N/A	N/A	N/A	3.1	3.1	3.3	3.1	3.2	3.5
Mail and Receiving	N/A	N/A	N/A	N/A	N/A	N/A	3.5	3.5	3.5	3.7
Maintenance	N/A	N/A	N/A	N/A	3.0	2.8	3.4	3.0	3.3	3.4
Permit Sales	N/A	N/A	N/A	N/A	3.3	3.3	3.3	3.3	3.7	3.4
Sustainable Transportation	N/A	N/A	N/A	N/A	3.2	3.0	3.3	3.3	3.5	3.7
Department Mean	2.9	2.8	3.0	3.0	3.1	3.0	3.3	3.1	3.4	3.5

Other Units	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
Design & Construction Services	2.5	2.7	2.8	2.7	3.1	3.2	3.1	3.2	3.3	3.3
Environmental Planning & Sustainability	2.9	3.2	3.1	3.1	3.0	3.2	3.2	3.3	3.6	3.6
Internal Audit Services	3.1	2.9	3.1	3.0	3.3	3.4	3.4	3.4	3.4	3.4
UC Irvine Police Department	3.4	3.3	3.5	3.5	3.5	3.6	3.7	3.7	3.7	3.7

**TOP-PRIORITY AREAS TARGETED FOR 2016-17 IMPROVEMENT
BASED ON CUSTOMER FEEDBACK**

PURCHASING AND RISK SERVICES will streamline the contracts review process, increase personnel, and develop more user friendly templates to improve processing time for service agreements and contracts.

ACCOUNTING AND FISCAL SERVICES will redesign and update the Contracts and Grants section of their website in order to provide improved tools necessary to locate, understand, and comply with federal, state, and university guidelines and procedures relative to contracts and grants accounting.

FACILITIES MANAGEMENT will improve and accelerate renovations project delivery by reviewing the process with input from key stakeholders and by implementing efficiencies, specifically customer communications.

SCANNING SERVICES will improve the efficiency of the Employee Records Online System by implementing a software upgrade which will refine and simplify current procedures and improve secure document storage.