

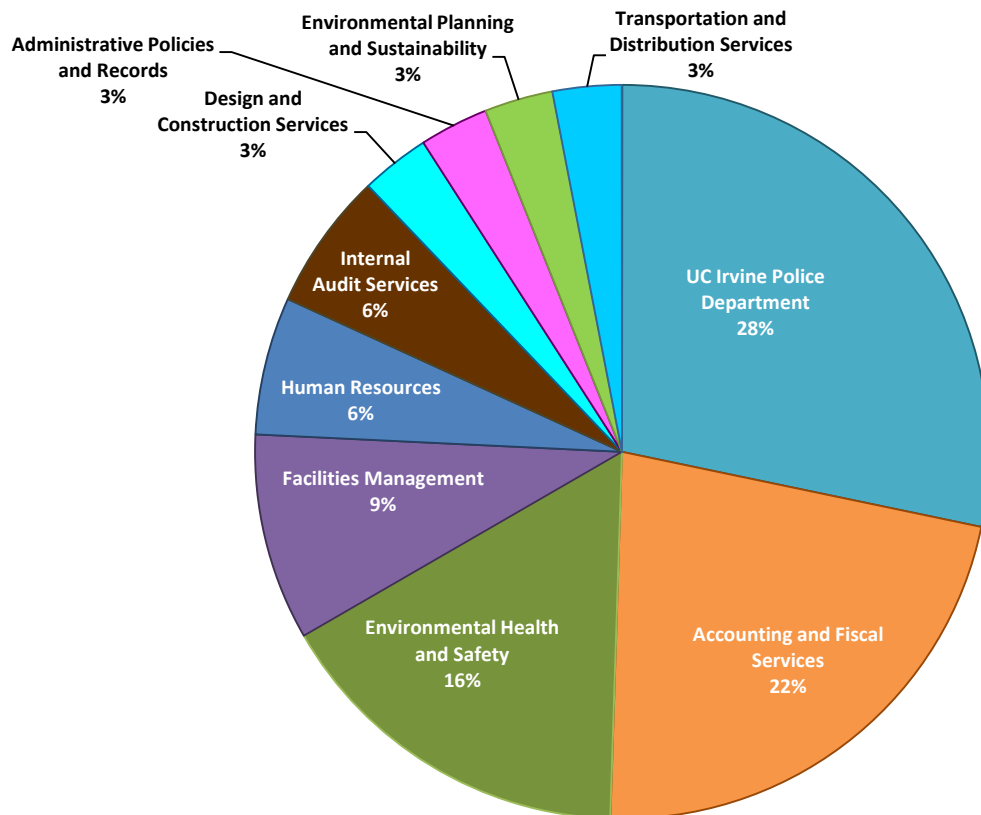


2012 CUSTOMER SURVEY

Administrative and Business Services annually solicits feedback from key customers to help inform the organization's ongoing process-improvement program. The 2012 survey was distributed to 220 individuals in campus academic units, Health Sciences, and Student Affairs. Forty-five individuals responded anonymously, resulting in a 20 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 2011-2012. 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	2002	2003	2005	2006	2007	2008	2009	2010	2011	2012
Accounts Payable <i>PayQuest & Form 5s</i>	3.1	3.3	3.4	3.2	3.1	3.0	3.2	3.3	3.4	3.3
Accounts Payable <i>Travel</i>	3.2	3.3	3.2	3.1	3.1	3.1	3.1	3.3	3.3	3.3
Accounts Payable <i>Vendor Payments</i>	3.2	3.2	3.2	3.1	3.1	3.2	3.2	3.3	3.5	3.3
Cashiering and Financial Services	3.3	3.3	3.3	3.4	3.3	3.4	3.3	3.4	3.5	3.4
Contracts and Grants Accounting	2.8	3.0	3.0	2.9	3.0	3.0	2.8	3.0	3.1	3.0
General Accounting <i>Ledger</i>	3.2	3.3	3.3	3.2	3.2	3.3	3.3	3.3	3.2	3.1
Payroll	3.3	3.3	3.3	3.5	3.3	3.3	3.2	3.1	3.5	3.3
Department Mean	3.2	3.2	3.2	3.2	3.2	3.2	3.2	3.3	3.4	3.2

Administrative Policies & Records*	2002	2003	2005	2006	2007	2008	2009	2010	2011	2012
Document Imaging	N/A	N/A	N/A	3.4	3.4	3.4	3.5	3.4	3.5	3.5
Policy and Procedures	3.3	3.3	3.5	3.3	3.3	3.3	3.4	3.4	3.3	3.4
ZotMail	3.3	3.5	3.5	3.5	3.5	3.5	3.5	3.5	3.5	3.4
Department Mean	3.3	3.4	3.5	3.4	3.4	3.4	3.5	3.4	3.4	3.5

*Formerly Distribution & Document Management

Environmental Health & Safety	2002	2003	2005	2006	2007	2008	2009	2010	2011	2012
EH&S Training	2.7	3.2	3.2	3.4	3.3	3.4	3.5	3.4	3.5	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	3.5
Fire Safety	2.8	3.1	3.0	3.2	3.1	3.3	3.3	3.3	3.4	3.5
General Health and Safety	2.8	3.2	2.9	3.3	3.2	3.4	3.4	3.3	3.4	3.5
Laboratory Safety <i>chemical/biological/radiation</i>	2.9	3.3	3.0	3.2	3.3	3.4	3.2	3.4	3.3	3.5
Department Mean	2.8	3.2	3.1	3.2	3.2	3.3	3.3	3.3	3.4	3.5

Facilities Management	2002	2003	2005	2006	2007	2008	2009	2010	2011	2012
Building Maintenance	N/A	N/A	2.5	2.9	2.9	2.9	3.0	3.0	3.0	3.2
Business Office/Billing	N/A	2.5	2.4	N/A	N/A	N/A	N/A	2.9	3.0	3.2
Carpentry	N/A	N/A	3.0	3.1	3.0	3.0	3.2	3.0	3.0	3.3
Central Plant, Heating, and Air Conditioning	3.0	3.0	3.0	2.9	2.8	2.9	3.0	2.8	3.1	3.1
Custodial Building Services	3.0	3.0	3.2	3.2	3.2	3.1	3.2	3.1	3.3	3.1
Electrical	N/A	N/A	3.1	3.3	3.1	3.1	3.0	3.1	3.4	3.4
Elevator Maintenance	N/A	N/A	2.6	2.7	2.8	2.6	3.0	2.8	3.1	3.1
Fleet Services	3.3	3.1	3.1	3.1	3.0	3.0	3.2	3.2	3.3	3.6
Grounds	3.1	3.0	3.0	3.2	3.1	3.3	3.2	3.3	3.5	3.5
Lock Shop/Security System	N/A	N/A	3.2	3.2	3.0	3.2	3.2	3.1	3.5	3.3
Paint Shop	N/A	N/A	2.7	2.9	2.8	2.9	2.9	3.0	3.2	3.0
Pest Control	N/A	N/A	3.1	3.3	3.0	3.1	3.1	3.3	3.2	3.5
Plumbing	N/A	N/A	2.9	3.2	3.0	3.1	3.2	3.1	3.1	3.4
Renovation <i>Minor Capital Repairs</i>	1.9	2.4	2.4	2.6	2.6	2.6	2.8	3.0	2.9	3.1
Service (Help) Desk	3.1	2.9	3.0	3.1	3.1	3.2	3.0	3.2	3.3	3.5
Sign Shop	N/A	N/A	3.3	3.5	3.3	3.3	3.4	3.2	3.5	3.5
Department Mean	2.9	2.8	2.9	3.1	3.0	3.0	3.1	3.1	3.2	3.3

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Human Resources	2002	2003	2005	2006	2007	2008	2009	2010	2011	2012
Benefits	3.3	3.4	3.3	3.4	3.4	3.2	3.2	3.1	3.5	3.4
Classification and Compensation	3.1	3.4	3.3	3.3	3.2	3.1	3.1	2.9	3.3	3.2
Conflict Resolution Services	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	3.2
Employee and Labor Relations	3.1	3.4	3.1	3.3	3.1	3.1	3.1	3.0	3.4	3.2
Employment Services	3.1	3.5	3.4	3.4	3.3	3.3	3.2	3.2	3.4	3.4
Training and Development	3.3	3.4	3.3	3.4	3.3	3.2	3.1	3.1	3.2	3.4
Workers' Compensation and Disability Management	3.1	3.2	3.2	3.2	3.2	3.1	3.3	3.0	3.5	3.3
Department Mean	3.2	3.4	3.3	3.3	3.3	3.2	3.2	3.1	3.4	3.3

Material & Risk Management	2002	2003	2005	2006	2007	2008	2009	2010	2011	2012
Equipment Management	3.0	2.9	3.2	3.2	3.2	3.3	3.0	3.4	3.5	3.0
Insurance and Risk Management	3.0	N/A	3.4	3.4	3.3	3.3	3.1	3.3	3.3	3.1
Purchasing	3.3	3.2	3.2	3.3	3.2	3.3	3.1	3.4	3.5	3.4
Department Mean	3.1	3.1	3.3	3.3	3.2	3.3	3.1	3.4	3.4	3.2

Transportation & Distribution Services**	2002	2003	2005	2006	2007	2008	2009	2010	2011	2012
Enforcement and Adjudication	N/A	N/A	N/A	N/A	N/A	N/A	N/A	2.9	3.0	2.9
Event Services	N/A	N/A	N/A	N/A	N/A	N/A	N/A	3.1	3.1	3.3
Mail and Receiving***	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	3.5
Maintenance	N/A	N/A	N/A	N/A	N/A	N/A	N/A	3.0	2.8	3.4
Permit Sales	N/A	N/A	N/A	N/A	N/A	N/A	N/A	3.3	3.3	3.3
Sustainable Transportation	N/A	N/A	N/A	N/A	N/A	N/A	N/A	3.2	3.0	3.3
Department Mean	3.1	3.3	3.1	2.9	2.8	3.0	3.0	3.1	3.0	3.3

**Formerly Parking and Transportation Services

***Function modified and moved to T&DS in 2011-2012

Other Units	2002	2003	2005	2006	2007	2008	2009	2010	2011	2012
Design & Construction Services	N/A	N/A	2.8	2.5	2.7	2.8	2.7	3.1	3.2	3.1
Environmental Planning & Sustainability	N/A	N/A	3.0	2.9	3.2	3.1	3.1	3.0	3.2	3.2
Internal Audit Services	3.0	3.0	2.9	3.1	2.9	3.1	3.0	3.3	3.4	3.4
UC Irvine Police Department	3.4	3.3	3.4	3.4	3.3	3.5	3.5	3.5	3.6	3.7

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

ACCOUNTING & FISCAL SERVICES

- Reimbursement policies and procedures
- Connexus usage policy and procedures

MATERIEL & RISK MANAGEMENT

- Contract policy and procedures

TRANSPORTATION & DISTRIBUTION SERVICES

- Event services procedures and policies

HUMAN RESOURCES

- Compensation services

FACILITIES MANAGEMENT

- Project billing

ADMINISTRATIVE POLICIES & RECORDS

- ZotMail policies
- Delegation of authority interpretations

**TOP-PRIORITY AREAS TARGETED FOR 2012-13 IMPROVEMENT
BASED ON CUSTOMER FEEDBACK**

ACCOUNTING & FISCAL SERVICES will provide UC Irvine customer input to a review team established by UC's Office of the President to evaluate feedback regarding the [Connexus Travel Program](#), one of the University's Working Smarter projects.

FACILITIES MANAGEMENT will improve work billing, including implementing split funding and related communications.

MATERIEL & RISK MANAGEMENT will review business contracting to improve service and streamline processes, and will follow up with educational communications.

HUMAN RESOURCES will develop and communicate policy clarifications, especially regarding authorities related to personnel actions.