COMMENTS
What are the three MOST IMPORTANT things you would like to see changed?

________________________________________________________

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Additional comments would be helpful. Please include them below.

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Thank you for completing this year’s survey.
If you have any additional comments or suggestions, please list them on the next page.

Dear Colleague,

This Customer Satisfaction Survey is being conducted for the office of the Vice Chancellor - Business Affairs. The purpose of the survey is to assess the level of service that is being provided by Business Affairs units to the academic departments and their staffs at UCSD. When this survey is completed, an analytical summary of the findings will be prepared and submitted to the Vice Chancellor’s office. This report will serve as a basis for planning needed service improvements, as well as providing a way of evaluating the performance of campus support services.

Last year’s Customer Satisfaction Survey findings were among the most important factors in establishing priorities for administrative improvement initiatives during this fiscal year. Please help us by completing the 2003 survey so we can continue to use your evaluations as a guide for our plans. It is only with your support and through your candid responses that this survey will be a success. Therefore, we are asking you to complete it and return it, using the enclosed envelope, within the next ten (10) days. In turn, your survey will be sent to an independent research group for processing and analysis.

This questionnaire will be read by an optical mark scanner. You can help ensure the right information is saved by marking your questionnaire carefully. Please use a blue or black pen or #2 pencil. Make dark marks which stay inside the boxes. If you have additional comments, please include them on the back page of this booklet.

Thank you for taking a few minutes to fill out the survey. You can be sure that your responses will be taken very seriously and used to improve services from Business Affairs departments at UCSD.

Sincerely,

Steven W. Relyea
Vice Chancellor - Business Affairs
DIRECTIONS: Please indicate your level of satisfaction with the following areas on a scale of "5" through "1," with "5" meaning you are "Definitely Satisfied" and "1" meaning you are "Not At All Satisfied." If a statement does not apply to you, please mark the number "0" column as "Not applicable."

ADMINISTRATIVE COMPUTING (ADCOM) - You have had interaction with Administrative Computing (ADCOM) in the last 12 months, please answer the following questions. If you have not used their services, please skip to the next section (N/A: Administrative Computing Services include: Billing, Travellink, Financial Aid, Employment, Transfer, Admissions, Registrar, ISS, PFS, FM, FMU, FMU0, SQUAD). Please rate your overall satisfaction with their services:
1. Thinking of your overall experience with Administrative Computing (ADCOM), how would you rate your satisfaction with it during the past 12 months in meeting your needs?  0  1  2  3  4  5  6  7  8  9  10
   Not satisfied  Very satisfied  Somewhat satisfied  Not very satisfied  Not at all satisfied  Not applicable
2. Did you receive the information you needed to complete your tasks?
3. Did you receive timely responses to your questions or problems?
4. Were the services provided courteous?
5. Did you receive helpful and accurate information?
6. Did you feel that you received clear instructions or directions?
7. Did you receive assistance from administrative staff?
8. Did you feel that your requests were handled promptly?
9. Did you feel that the services were available when you needed them?
10. Did you feel that the services were easy to use?

BENEFITS - If you have had interaction with Benefits in the last 12 months, please answer the following questions. If you have not used their services, please skip to the next section (N/A: Benefits services include: Billing, Human Resources, Employment, Transfer, Admissions, Registrar, ISS, PFS, FM, FMU, FMU0, SQUAD).
1. Thinking of your overall experience with Benefits, how would you rate your satisfaction with it during the last 12 months in meeting your needs?  0  1  2  3  4  5  6  7  8  9  10
   Not satisfied  Very satisfied  Somewhat satisfied  Not very satisfied  Not at all satisfied  Not applicable
2. Did you receive the information you needed to complete your tasks?
3. Did you receive timely responses to your questions or problems?
4. Were the services provided courteous?
5. Did you receive helpful and accurate information?
6. Did you feel that you received clear instructions or directions?
7. Did you feel that your requests were handled promptly?
8. Did you feel that the services were available when you needed them?
9. Did you feel that the services were easy to use?

LINK - If you have used the LINK (UCSD's business portal) in the last 12 months, please answer the following questions. If you have not used it, please skip to the next section (N/A: LINK services include: Billing, Human Resources, Employment, Transfer, Admissions, Registrar, ISS, PFS, FM, FMU, FMU0, SQUAD).
1. Thinking of your overall experience with LINK, how would you rate your satisfaction with it during the last 12 months in meeting your needs?  0  1  2  3  4  5  6  7  8  9  10
   Not satisfied  Very satisfied  Somewhat satisfied  Not very satisfied  Not at all satisfied  Not applicable
2. Did you receive the information you needed to complete your tasks?
3. Did you receive timely responses to your questions or problems?
4. Were the services provided courteous?
5. Did you receive helpful and accurate information?
6. Did you feel that you received clear instructions or directions?
7. Did you feel that your requests were handled promptly?
8. Did you feel that the services were available when you needed them?
9. Did you feel that the services were easy to use?
10. I personally feel that the ease of transition from manual to automated processes at UCSD was:
     Extremely Easy  Very Easy  Somewhat Easy  Not Very Easy  Not at all Easy  Not applicable

SYSTEM KNOWLEDGE - I would describe my working knowledge of each of these systems to be (Choose All that apply):
- Excellent
- Good
- Fair
- Minimal
- Don't know

- Hlink
- EmployeeLink
- FinancialLink
- FRS (Royall Resourced System)
- StudentLink
- Travellink

SYSTEM SATISFACTION - I would describe my satisfaction with each of these systems to be (Choose All that apply):
- Extremely satisfied
- Very satisfied
- Somewhat satisfied
- Not very satisfied
- Not at all satisfied
- Not applicable

- Hlink
- EmployeeLink
- FinancialLink
- FRS (Royall Resourced System)
- StudentLink
- Travellink
BACKGROUND INFORMATION

Have you completed a Business Affairs Customer Satisfaction Survey in prior years?

- Yes
- No

How likely would you be to complete this Customer Satisfaction Survey if it were ONLY available on a "secure" website? (Choose ONE answer only)

- Extremely likely
- Somewhat likely
- Neither likely nor unlikely
- Somewhat unlikely
- Extremely unlikely

DIRECTIONS: Please answer the following questions regarding your general computer knowledge and the types of equipment you may use in your job.

GENERAL COMPUTER KNOWLEDGE - I would describe my level of computer expertise as (Choose ONE answer only)

- Expert
- Very proficient
- Proficient
- Somewhat proficient
- Novice/Beginner
- Don't know

COMPUTER EQUIPMENT - The types of computers I use most often are (Choose All that apply)

- PC
- Blackberry
- Apple/Macintosh
- Internet enabled cell phone
- Sun Workstation
- Other (specify)
- Blinn Plot
- Pocket PC

OPERATING SYSTEMS - The computers I use most often have the following operating systems (Choose ALL that apply)

- Windows XP
- Windows NT
- Unix
- Linux
- Other (specify)
- DOS
- Don't know
LINING SERVICES - If you have had interaction with Lining Services in the last 12 months, please answer the following questions. If not, please skip to the next section.

1. How would you rate your overall experience with Lining Services in the last 12 months?
   - Extremely satisfied
   - Very satisfied
   - Satisfied
   - Neutral (Neither satisfied or dissatisfied)
   - Very dissatisfied
   - Extremely dissatisfied

   Not applicable

   2. Would you recommend Lining Services to others?
   - Yes
   - No
   - Not applicable

   3. If you have concerns, would you be comfortable reaching out to Lining Services?
   - Yes
   - No
   - Not applicable

TRAVEL & ENTERTAINMENT - If you have had interaction with the Travel & Entertainment office in the last 12 months, please answer the following questions. If not, please skip to the next section.

1. How would you rate your overall experience with the Travel & Entertainment office in the last 12 months?
   - Extremely satisfied
   - Very satisfied
   - Satisfied
   - Neutral (Neither satisfied or dissatisfied)
   - Very dissatisfied
   - Extremely dissatisfied

   Not applicable

2. Would you recommend Travel & Entertainment to others?
   - Yes
   - No
   - Not applicable

3. If you have concerns, would you be comfortable reaching out to Travel & Entertainment?
   - Yes
   - No
   - Not applicable

EMERGENCY REHABILITATION - If you have had interaction with Emergency Rehabilitation in the last 12 months, please answer the following questions. If not, please skip to the next section.

1. How would you rate your overall experience with Emergency Rehabilitation in the last 12 months?
   - Extremely satisfied
   - Very satisfied
   - Satisfied
   - Neutral (Neither satisfied or dissatisfied)
   - Very dissatisfied
   - Extremely dissatisfied

   Not applicable

2. Would you recommend Emergency Rehabilitation to others?
   - Yes
   - No
   - Not applicable

3. If you have concerns, would you be comfortable reaching out to Emergency Rehabilitation?
   - Yes
   - No
   - Not applicable

4. If you found this experience helpful, did it improve your access to information and services?
   - Yes
   - No
   - Not applicable
1. Thinking of your ORIOAL experience with Student Business Services, how would you rate your satisfaction with it during the past 12 months in meeting your department's needs?

2. Understanding my needs and requirements

3. Accessible to customers (via phone, voice mail, etc., etc.)

4. Timely response to status reports

5. Involved and staff members recorded an accurate and timely manner

6. Professional and knowledgeable staff

7. Courteous and helpful staff

8. Moving in a positive direction to better meet my department's needs

---

1. Thinking of your ORIOAL experience with Telecommunications (TTELIO), how would you rate your satisfaction with it during the past 12 months in meeting your department's needs?

2. Understanding my needs and requirements

3. Accessible to customers (via phone, voice mail, etc., etc.)

4. Responsive to requests or problems within an acceptable time

5. Professional and knowledgeable staff

6. Courteous and helpful staff

7. Moving in a positive direction to better meet my department's needs

---

1. Thinking of your ORIOAL experience with Transportation Services, how would you rate your satisfaction with it during the past 12 months in meeting your department's needs?

2. Understanding my needs and requirements

3. Accessible to customers (via phone, voice mail, etc., etc.)

4. Responsive to requests or problems within an acceptable time

5. Professional and knowledgeable staff

6. Courteous and helpful staff

7. Moving in a positive direction to better meet my department's needs

---

1. Thinking of your ORIOAL experience with Employee Relations, how would you rate your satisfaction with it during the past 12 months in meeting your department's needs?

2. Understanding my needs and requirements

3. Accessible to customers (via phone, voice mail, etc., etc.)

4. Responsive to requests or problems within an acceptable time

5. Professional and knowledgeable staff

6. Courteous and helpful staff

7. Moving in a positive direction to better meet my department's needs

---

1. Thinking of your ORIOAL experience with Environmental Health and Safety (EH&S), how would you rate your satisfaction with it during the past 12 months in meeting your department's needs?

2. Understanding my needs and requirements

3. Accessible to customers (via phone, voice mail, etc., etc.)

4. Responsive to requests or problems within an acceptable time

5. Professional and knowledgeable staff

6. Courteous and helpful staff

7. Moving in a positive direction to better meet my department's needs

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1. Thinking of your ORIOAL experience with Equal Opportunity Staff Affirmative Action, how would you rate your satisfaction with it during the past 12 months in meeting your department's needs?

2. Understanding my needs and requirements

3. Accessible to customers (via phone, voice mail, etc., etc.)

4. Responsive to requests or problems within an acceptable time

5. Professional and knowledgeable staff

6. Courteous and helpful staff

7. Moving in a positive direction to better meet my department's needs
### Risk Management / Workers' Compensation

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- Think of your overall experience with Risk Management / Workers' Compensation. How would you rate your satisfaction with it during the past 12 months in meeting your department's needs?
- Next, please rate your level of satisfaction with Risk Management / Workers' Compensation in each of the following...
  1. Understands my needs and requirements
  2. Accessible to customers (via phone, voice mail, e-mail, etc.)
  3. Responsive to requests for information within an acceptable timeframe
  4. Provides effective, timely, and courteous support and guidance
  5. Professional and knowledgeable staff
  6. Customer and helpful staff
  7. Moving in a positive direction to better meet my department's needs

### Print & Copy Centers

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- Think of your overall experience with Print & Copy Centers. How would you rate your satisfaction with it during the past 12 months in meeting your department's needs?
- Next, please rate your level of satisfaction with Print & Copy Centers in each of the following...
  1. Understands my needs and requirements
  2. Accessible to customers (via phone, voice mail, e-mail, etc.)
  3. Responsive to requests for information within an acceptable timeframe
  4. Provides effective, timely, and courteous support and guidance
  5. Professional and knowledgeable staff
  6. Customer and helpful staff
  7. Moving in a positive direction to better meet my department's needs

### Labor Relations

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- Think of your overall experience with Labor Relations. How would you rate your satisfaction with it during the past 12 months in meeting your department's needs?
- Next, please rate your level of satisfaction with Labor Relations in each of the following...
  1. Understands my needs and requirements
  2. Accessible to customers (via phone, voice mail, e-mail, etc.)
  3. Responsive to requests for information within an acceptable timeframe
  4. Provides consistent and effective support and guidance
  5. Professional and knowledgeable staff
  6. Customer and helpful staff
  7. Moving in a positive direction to better meet my department's needs

### Purchasing

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- Think of your overall experience with Purchasing. How would you rate your satisfaction with it during the past 12 months in meeting your department's needs?
- Next, please rate your level of satisfaction with Purchasing in each of the following...
  1. Understands my needs and requirements
  2. Accessible to customers (via phone, voice mail, e-mail, etc.)
  3. Responsive to requests for information within an acceptable timeframe
  4. Provides effective, timely, and courteous support and guidance
  5. Professional and knowledgeable staff
  6. Customer and helpful staff
  7. Moving in a positive direction to better meet my department's needs
### Nail Services

If you have had interaction with Nail Services in the last 12 months, please answer the following questions. If not, please skip to the next section.

1. Thinking of your OVERALL experience with Nail Services, how would you rate your satisfaction with it during the last 12 months in meeting your department's needs?
   - Extremely Satisfied
   - Very Satisfied
   - Satisfied
   - Neutral
   - Dissatisfied
   - Very Dissatisfied
   - Extremely Dissatisfied

Next, please rate your level of satisfaction with Nail Services using the scale below:

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2. Understands my needs and requirements?
3. Accessible to customers (via phone, voice mail, e-mail, etc.)
4. Responsive to special requests or problems within an acceptable time
5. Accuracy and reliability of mail delivery
6. Clear and concise billing for services rendered
7. Professional and knowledgeable staff
8. Courteous and helpful staff
9. Moving in a positive direction to better meet my department's needs

### Office of Post Awards Financial Services (formerly Educational Funds Accounting)

If you have had interaction with the Office of Post Award Financial Services in the last 12 months, please answer the following questions. If not, please skip to the next section.

1. Thinking of your OVERALL experience with the Office of Post Award Financial Services, how would you rate your satisfaction with it during the last 12 months in meeting your department's needs?

Next, please rate your level of satisfaction with the Office of Post Award Financial Services using the scale below:

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2. Understands my needs and requirements?
3. Accessible to customers (via phone, voice mail, e-mail, etc.)
4. Responsive to special requests or problems within an acceptable time
5. Accuracy and reliability of mail delivery
6. Clear and concise billing for services rendered
7. Professional and knowledgeable staff
8. Courteous and helpful staff
9. Moving in a positive direction to better meet my department's needs

### Physical Plant

If you have had interaction with Physical Plant in the last 12 months, please answer the following questions. If not, please skip to the next section.

1. Thinking of your OVERALL experience with Physical Plant, how would you rate your satisfaction with it during the last 12 months in meeting your department's needs?

Next, please rate your level of satisfaction with Physical Plant using the scale below:

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5. Accuracy and reliability of mail delivery
6. Clear and concise billing for services rendered
7. Professional and knowledgeable staff
8. Courteous and helpful staff
9. Moving in a positive direction to better meet my department's needs

### Police/Public Safety

If you have had interaction with Police/Public Safety in the last 12 months, please answer the following questions. If not, please skip to the next section.

1. Thinking of your OVERALL experience with Police/Public Safety, how would you rate your satisfaction with it during the last 12 months in meeting your department's needs?

Next, please rate your level of satisfaction with Police/Public Safety using the scale below:

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2. Understands my safety and security needs?
3. Accessible to customers (via phone, voice mail, e-mail, etc.)
4. Responsive to special requests or problems within an acceptable time
5. Professional and knowledgeable staff
6. Courteous and helpful staff
7. Moving in a positive direction to better meet my department's needs