

# 2014 Customer Satisfaction Survey

## Welcome to the 2014 UCSD Faculty and Staff Customer Satisfaction Survey!

We would like to thank you for completing this survey. Your valuable feedback will help us improve our business departments' customer service and planning.

Please click the **Login** button to begin. (If your access code does not appear in the login box, please enter the code that was provided in the e-mail you received.) We encourage you to complete the survey in its entirety once you have started. However, if you must exit before submitting, you will need to log in again and complete the survey from where you have left off.

During the survey, please do not use your browser's navigation buttons. Instead, please use the Back and Next buttons provided in the survey window.

Upon completion, you will receive a printable UCSD Bookstore coupon that takes \$2 off every \$10 you spend AND you have a choice of one of the following UCSD logo gift items: ceramic mug, pen, lunch tote, or t-shirt. To receive the coupon, you must click the "Submit Survey Response" button at the end of the survey.

Your Access Code:

Login

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Please CHECK any of the departments you have had interaction with in the last 12 months. It is very important that ALL departments that you have had experience with are checked because you will be asked to rate different aspects of each department in this survey.

- Check All
- Academic Applications (ISIS Tritonlink, APOL, etc.)
- Business Contracts
- Campus Budget Office
- Central Cashier
- Commute Solutions (e.g. van pool, pedal club, carpool, MTS pass sales)
- Dining Services
- Email/Postmaster/Active Directory
- Environment, Health & Safety (EH&S)
- Equipment Management
- Faculty & Staff Assistance Program (FSAP)
- General Accounting
- Identity Management Security Services
- Imprints - Print & Copy Centers
- Mail Services
- Moving Services
- Office of Contract and Grant Administration (Excludes Health Sciences Pre-Award Office or SIO Contract and Grant Office)
- Parking
- Police/Public Safety
- Procurement (formerly Purchasing)
- Research and External Affairs Applications (Coeus, Cost Share, FundraisER, Online Giving, etc.)
- Shipping
- Staff Education & Development
- Student Business Services
- Surplus Sales
- Telecomm/Networking
- Travel & Entertainment
- Web Services (Content Management System, Blink, UCSD Mobile, etc.)
- ACT Help Desk
- Campus Bookstore
- Campus Catering
- Classification/Compensation
- Data Warehouse
- Disbursements
- Employee Relations, Policy Development and Work/Life (ERPDWL)
- Equal Opportunity/Staff Affirmative Action (this is NOT the Office of Academic Diversity & Equal Opportunity)
- Facilities Management
- Financial Applications (IFIS, FinLink, MyServices, etc.)
- Gift Processing and Administration
- Imprints - Campus Copier Services
- Labor Relations (not part of Health Sciences HR Service Core)
- Marketplace
- Network Security Services
- Office of Post Award Financial Services
- Payroll
- Policy & Records Administration
- Receiving & Distribution
- Risk Management Office (General Liability and/or Workers' Compensation Programs)
- Shuttle Services
- Staff Employment and Community Outreach
- Sunshine Market (located in new Price Center East)
- Technology Transfer Office
- Temporary Employment Services (TES)
- UCSD Foundation Accounting

Current Section: 2 of 55 (Includes Background Information Section)

**ACADEMIC APPLICATIONS (ISIS Tritonlink, APOL, etc.)** - The Academic Applications team is responsible for supporting all campus-wide faculty, staff, and student academic systems. Specifically, we support the TritonLink and Integrated Student Information Systems (Admissions, Academic History, Accounts Receivable, Course Catalog, Course Schedule, Facilities, Faculty/Staff, Grades, Registration), the Course Management system (eCourse), Academic Personnel Online systems (APOL Review and APOL Recruit), Financial Aid Office systems (SAM and FTP), Degree Audit and Reporting system (DARS), NCAA systems, International Student Services Office system (FSA Atlas), and Advanced Placement systems. If you have had interaction with Academic Applications within the past 12 months, please answer the following questions. If not, skip to the next section.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
1. Thinking of your <b>OVERALL</b> experience with ACT-Academic Applications, how would <b>you</b> rate your satisfaction with it during the past 12 months in meeting your department's needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Next, please rate your level of satisfaction with ACT-Academic Applications in <u>each</u> of the following ...						
2. Understands my needs and requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Accessible to customers (via phone, voicemail, e-mail, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Responsive to requests or problems within an acceptable time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Provides effective advice, support, and guidance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Facilitates problem resolution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Knowledgeable and helpful staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Effectively uses Blink to provide staff access to Academic Applications information and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Moving in a positive direction to better meet my department's needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

To help us provide better service, please include your comments in text box here

Limit 1500 characters. Characters remaining: 1500

Current Section: 3 of 55 (Includes Background Information Section)

**DATA WAREHOUSE** - The Data Warehouse team supports all QueryLink Queries and Easyqueries including MyLeaveBalances, SQL Executor and DataLink along with the Data Warehouse data that supports the campus web applications in the Link family. We provide integrated data to support UCSD Business systems and departmental subsystems, and to provide useful querying and reporting services to support UCSD business. If, within the past 12 months, you have used any of these applications, download or queried data from the Data Warehouse to support your work, or have had interaction with the Data Warehouse team, please answer the following questions. If not, skip to the next section.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
1. Thinking of your OVERALL experience with ACT-Data Warehouse, how would you rate your satisfaction with it during the past 12 months in meeting your department's needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Next, please rate your level of satisfaction with ACT-Data Warehouse in <u>each</u> of the following ...						
2. Understands my needs and requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Accessible to customers (via phone, voicemail, e-mail, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Responsive to requests or problems within an acceptable time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Provides effective advice, support, and guidance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Facilitates problem resolution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Knowledgeable and helpful staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Effectively uses Blink to provide staff access to Data Warehouse information and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Moving in a positive direction to better meet my department's needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. My interaction with the Data Warehouse is: (choose all that apply)	<input type="checkbox"/> I use the QuerLink Facilities ( Queries, EasyQueries, MyLeaveBalances) <input type="checkbox"/> I download Data Warehouse data to support my departmental subsystem <input type="checkbox"/> I use SQL Executor to submit SQL directly to the Data Warehouse <input type="checkbox"/> I use DataLink to research what data is available in the Data Warehouse					
11. I would consider myself: (choose all that apply)	<input type="checkbox"/> A business user with little to no programming experience <input type="checkbox"/> A business user who can code SQL to retrieve data <input type="checkbox"/> A departmental programmer <input type="checkbox"/> A manager					

To help us provide better service, please include your comments in text box here

Current Section: 4 of 55 (Includes Background Information Section)

Email/Postmaster/Active Directory - The Email/Postmaster/Active Directory Team provides the management and support of the campus email system (including virus/spam scanning, UCSD Spam Quarantine Service, central Exchange mail service, mailing list infrastructure, and core email routing), Postmaster Services and Active Directory infrastructure. If you have had interaction with Email/Postmaster/Active Directory within the past 12 months, please answer the following questions. If not, skip to the next section.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
1. Thinking of your <b>OVERALL</b> experience with ACT-Email/Postmaster/Active Directory, how would <b>you</b> rate your satisfaction with it during the past 12 months in meeting your department's needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Next, please rate your level of satisfaction with ACT-Email/Postmaster/Active Directory in <u>each</u> of the following ...						
2. Understands my needs and requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Accessible to customers (via phone, voicemail, e-mail, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Responsive to requests or problems within an acceptable time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Provides effective advice, support, and guidance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Facilitates problem resolution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Knowledgeable and helpful staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Effectively uses Blink to provide staff access to email, postmaster, active directory information and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Moving in a positive direction to better meet my department's needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

To help us provide better service, please include your comments in text box here

Current Section: 5 of 55 (Includes Background Information Section)

Financial Applications (IFIS, FinLink, MyServices, etc.) - The Financial Applications team is responsible for supporting all campus-wide financial reporting, financial tools, core accounting, billing and payroll systems. Specifically, we support the FinancialLink Tools/Reports, Integrated Financial Information Systems (Department Order, Journal Voucher, Payment Authorizations, Requisitions, Transfer of Funds, Accounts Payable, Travel), Telecomm Billing, Payroll (PPS), MyApprovals, MyEvents, MyDashboard, MyFunds, MyTravel, MyDirectory, ExpressCard, Marketplace, Electronic Non-Payroll Expense Transfer (ENPET), Electronic Payroll Expense Transfer (EPET), WebIFIS, Timekeeping. If you have had interaction with Financial Applications within the past 12 months, please answer the following questions. If not, skip to the next section.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
1. Thinking of your <b>OVERALL</b> experience with ACT-Financial Applications, how would you rate your satisfaction with it during the past 12 months in meeting your department's needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Next, please rate your level of satisfaction with ACT-Financial Applications in <u>each</u> of the following ...						
2. Understands my needs and requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Accessible to customers (via phone, voicemail, e-mail, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Responsive to requests or problems within an acceptable time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Provides effective advice, support, and guidance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Facilitates problem resolution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Knowledgeable and helpful staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Effectively uses Blink to provide staff access to Financial Applications information and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Moving in a positive direction to better meet my department's needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

To help us provide better service, please include your comments in text box here

Limit 1500 characters. Characters remaining: 1500

# 2014 Customer Satisfaction Survey

Current Section: 6 of 55 (Includes Background Information Section)

**ACT HELP DESK - The Help Desk is the first point of contact for questions regarding Business systems (IFIS, ISIS, Data Warehouse, Link family and Blink), Active Directory (E-mail, Passwords, Calendaring, BlackBerry, Spam filtering), Security (SSO, CIRT, Anti-virus), Campus Network (DHCP,DNS, Wired/Wireless, repair, outages), Telecom (Phone, Voicemail), Documentation (E-mail, Wireless, VPN, SPAM, Proxy, Firewall, Phone, voicemail). We DO NOT provide assistance with Desktop support (Local computer login and computer specific issues), Telecom and wired/wireless services for Hillcrest/Thornton Medical Centers, AYSO, Enrollment Central, departmental applications. If you have had interaction with Help Desk within the past 12 months, please answer the following questions. If not, skip to the next section.**

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
1. Thinking of your <b>OVERALL</b> experience with ACT Help Desk, how would you rate your satisfaction with it during the past 12 months in meeting your department's needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Next, please rate your level of satisfaction with ACT-Help Desk in <u>each</u> of the following ...						
2. Understands my needs and requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Accessible to customers (via phone, voicemail, e-mail, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Responsive to requests or problems within an acceptable time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Provides effective advice, support, and guidance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Facilitates problem resolution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Knowledgeable and helpful staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Effectively uses Blink to provide staff access to Help Desk information and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Moving in a positive direction to better meet my department's needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

To help us provide better service, please include your comments in text box here

Limit 1500 characters. Characters remaining: 1500

Current Section: 7 of 55 (Includes Background Information Section)

**Identity Management Security Services - AccessLink, Single Sign-On (SSO) and Enterprise roles are online systems that allow you to provision, access, and sign on to over 100 different applications hosted with ACT, across the campus, and external to the campus. NOTE: This is NOT the same as Network Security. If you've used AccessLink to request access, integrated your departments systems with Affiliates, SSO or Roles, or worked with the identity management team on special projects in the last 12 months, please answer the following questions. If not, skip to the next section.**

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
1. Thinking of your <b>OVERALL</b> experience with ACT-Identity Management, how would you rate your satisfaction with it during the past 12 months in meeting your department's needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Next, please rate your level of satisfaction with ACT-Identity Management in <u>each</u> of the following ...						
2. Understands my needs and requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Accessible to customers (via phone, voicemail, e-mail, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Responsive to requests or problems within an acceptable time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Provides effective advice, support, and guidance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Facilitates problem resolution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Knowledgeable and helpful staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. AccessLink tool makes it easier to request access and interact directly with Data Stewards on access requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Data stewards make it clear what criteria they use to assess access requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Moving in a positive direction to better meet my department's needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

To help us provide better service, please include your comments in text box here



Current Section: 8 of 55 (Includes Background Information Section)

**Network Security Services - Network Security provides firewalls, vulnerability management and intrusion detection to the campus. In the last 12 months, if you've had interaction with Network Security Services, used the campus firewall systems, the vulnerability scanner or had a computer compromised, please answer the following questions. If not, skip to the next section.**

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
1. Thinking of your <b>OVERALL</b> experience with ACT-Network Security how would you rate your satisfaction with it during the past 12 months in meeting your department's needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Next, please rate your level of satisfaction with ACT-Network Security in <u>each</u> of the following ...						
2. Understands my needs and requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Accessible to customers (via phone, voicemail, e-mail, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Responsive to requests or problems within an acceptable time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Provides effective advice, support, and guidance to help me understand what to do if there is a network security intrusion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Facilitates problem resolution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Knowledgeable and helpful staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Firewall service is useful for protecting IT assets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Vulnerability scanning helps me understand what IT assets are protected	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Effectively uses Blink to provide staff access to Network Security information and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. Moving in a positive direction to better meet my department's needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

To help us provide better service, please include your comments in text box here

Current Section: 9 of 55 (Includes Background Information Section)

Research and External Affairs Applications (Coeus, cost share, fundraiser, online giving, etc.) - The Research and External Affairs Applications Team provides technical leadership and services to support the campus needs in the area of Sponsored Projects, Research Administration, and Fund Raising. Core applications include: Coeus, ECERT, Cost Share, Faculty Expertise Search, Proposal/Award reports, Millennium, FundraisER, FriendraisER, and Online Giving. If you have had interaction with Research & External Affairs Applications within the past 12 months, please answer the following questions. If not, skip to the next section.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
1. Thinking of your <b>OVERALL</b> experience with ACT-Research and External Affairs Applications how would you rate your satisfaction with it during the past 12 months in meeting your department's needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Next, please rate your level of satisfaction with ACT-Research and External Affairs Applications in <u>each</u> of the following ...						
2. Understands my needs and requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Accessible to customers (via phone, voicemail, e-mail, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Responsive to requests or problems within an acceptable time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Provides effective advice, support, and guidance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Facilitates problem resolution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Knowledgeable and helpful staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Effectively uses Blink to provide staff access to Research and External Affairs applications information and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Moving in a positive direction to better meet my department's needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

To help us provide better service, please include your comments in text box here

Limit 1500 characters. Characters remaining: 1500

Current Section: 10 of 55 (Includes Background Information Section)

**Telecommunications/Networking** - The Telecom/Networking Unit provides data, telephone and wifi services for the main campus (apart from Thornton Hospital), SIO, and some off-campus office locations. These services include phone lines, data connections, cable installation & repair, wired & wireless network connections, NGN billing, network architecture, and ensuring there is adequate data bandwidth. THIS GROUP DOES NOT PROVIDE SERVICES AT UCSD MEDICAL CENTER IN HILLCREST. If you have had interaction with Telecomm/Networking within the past 12 months, please answer the following questions. If not, skip to the next section.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
1. Thinking of your <b>OVERALL</b> experience with ACT- Telecomm/Networking, how would you rate your satisfaction with it during the past 12 months in meeting your department's needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Next, please rate your level of satisfaction with ACT- Telecomm/Networking in <u>each</u> of the following ...						
2. Understands my needs and requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Accessible to customers (via phone, voice mail, e-mail, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Responsive to requests or problems within an acceptable time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Provides effective advice, support and guidance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Facilitates problem resolution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Knowledgeable and helpful staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Effectively uses Blink to provide staff access to Telecom/Networking information and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Moving in a positive direction to better meet my department's needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

To help us provide better service, please include your comments in text box here

Limit 1500 characters. Characters remaining: 1500

Current Section: 11 of 55 (Includes Background Information Section)

**Web Services - ACT Web Services includes the technical support of the major campus information portals: campus website (ucsd.edu), Blink, and TritonLink. In addition, our team supports any website utilizing the campus Web Content Management System. This category also pertains to the support of UCSD Mobile including the iPhone application. If you have had interaction with ACT Web Services within the past 12 months, please answer the following questions. If not, skip to the next section.**

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
1. Thinking of your <b>OVERALL</b> experience with ACT-Web Services, how would you rate your satisfaction with it over the past 12 months in meeting your needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Next, please rate your level of satisfaction with ACT-Web Services in <u>each</u> of the following ...						
2. Understands my needs and requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Accessible to customers (via phone, voicemail, e-mail, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Responsive to requests or problems within an acceptable time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Provides effective advice, support, and guidance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Facilitates problem resolution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Knowledgeable and helpful staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Effectively uses Blink to provide staff access to Web Services information and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Moving in a positive direction to better meet my needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

To help us provide better service, please include your comments in text box here

Limit 1500 characters. Characters remaining: 1500

Current Section: 12 of 55 (Includes Background Information Section)

**P&C: BUSINESS CONTRACTS & CONSULTING** - The Business Contracts & Consulting (BCC) Unit's role was revised and now manages the negotiations and signing of contracts and agreements related to research Subawards, Other Sponsored Activities, UCSD-Initiated Sponsored Research, and incoming service agreements (UCSD-provided services). If you have had interaction with Business Contracts & Consulting in the last 12 months, please answer the following questions. If not, please skip to the next section.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
1. Thinking of your OVERALL experience with Business Contracts how would you rate your satisfaction with it during the past 12 months in meeting your department's needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Next, please rate your level of satisfaction with Business Contracts in <u>each</u> of the following ...						
2. Understands my needs and requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Accessible to customers (via phone, voice mail, e-mail, information sharing sessions and in-person meetings)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Responsive to my needs and requests in a timely manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Effectively communicates and provides expert advice, guidance or direction during the beginning stages of a project when requested (subaward vs. vendor determination, large or unusual projects)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Timeliness of subaward vs. vendor determination pre-proposal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Facilitates problem resolution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Courteous, professional and knowledgeable staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Effectively uses Blink to provide contact information, policy, guidance, etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Timeliness of day-to-day workload	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. Effectively uses BFSupport to respond to staff inquiries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. Moving in a positive direction to better meet my department's needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. For policies and procedures related to BCC's transactions, I would describe my level of expertise as (Choose ONE answer only)	<input type="radio"/> Expert <input type="radio"/> Very Proficient <input type="radio"/> Somewhat Proficient <input type="radio"/> Novice/Beginner <input type="radio"/> Don't know					

Please provide feedback that may help us improve our services.

Current Section: 13 of 55 (Includes Background Information Section)

**CAMPUS BOOKSTORE** - If you have had interaction with the Campus Bookstore in the last 12 months, please answer the following questions. If not, please skip to the next section.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
1. Thinking of your <b>OVERALL</b> experience with the Campus Bookstore, how would <b>you</b> rate your satisfaction with it during the past 12 months in meeting your department's needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Next, please rate your level of satisfaction with Campus Bookstore in <u>each</u> of the following ...						
2. Understands my needs and requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
3. Ease and convenience of ordering	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
4. Variety and availability of text and supplemental materials and merchandise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
5. Quality and value for the money	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
6. Professional and knowledgeable staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
7. Courteous and helpful staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
8. Effectively uses the web to provide staff access to Campus Bookstore information and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
9. Moving in a positive direction to better meet my department's needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Please provide feedback that may help us improve our services.

Limit 1500 characters. Characters remaining: 1500

# 2014 Customer Satisfaction Survey

Current Section: 14 of 55 (Includes Background Information Section)

**CAMPUS BUDGET OFFICE** - The Campus Budget Office manages the UCSD operating budget and process by which core funds are acquired, allocated and utilized. This department provides the analytical staff work on a wide range of campuswide initiatives in support of campus executive leadership. This office develops the campus annual budget plan and oversees state funded programs for student enrollment, compensation, utilities and some insurance programs. If you have had interaction with Campus Budget Office within the past 12 months, please answer the following questions. If not, skip to the next section.

	<u>Extremely Satisfied</u>	<u>Very Satisfied</u>	<u>Somewhat Satisfied</u>	<u>Not Very Satisfied</u>	<u>Not At All Satisfied</u>	<u>N/A</u>
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1. Thinking of your <b>OVERALL</b> experience with the Campus Budget Office how would you rate your satisfaction with it during the past 12 months in meeting your department's needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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Next, please rate your level of satisfaction with the Campus Budget Office in each of the following ...

2. Understands my needs and requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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3. Accessible to customers (via phone, voicemail, e-mail, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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4. Responsive to requests or problems within an acceptable time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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5. Provides effective advice, support, and guidance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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6. Facilitates problem resolution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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7. Knowledgeable staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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8. Courteous staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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9. Effectively uses Blink and its website (www-cbo.ucsd.edu) to provide information, processes, and policies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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10. Moving in a positive direction to better meet my department's needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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11. How many times have you interacted with Campus Budget Office in the past 12 months:	<input type="radio"/> 1 - 5
	<input type="radio"/> 6 - 20
	<input type="radio"/> Over 20

Please provide feedback that may help us improve our services.

# 2014 Customer Satisfaction Survey

Current Section: 15 of 55 (Includes Background Information Section)

**CAMPUS CATERING - If you have had interaction with Campus Catering in the last 12 months, please answer the following questions. If not, please skip to the next section.**

	<u>Extremely Satisfied</u>	<u>Very Satisfied</u>	<u>Somewhat Satisfied</u>	<u>Not Very Satisfied</u>	<u>Not At All Satisfied</u>	<u>N/A</u>
1. Thinking of your <b>OVERALL</b> experience with Campus Catering, how would <b>you</b> rate your satisfaction with it during the past 12 months in meeting your department's needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Next, please rate your level of satisfaction with Campus Catering in <u>each</u> of the following ...						
2. Understands my needs and requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Accessible to customers (via website, phone, and e-mail, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Responsive to requests or problems within an acceptable time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Provides effective advice on event planning and menu selection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Quality of our services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Quality for the money	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Our service staff was knowledgeable and helpful during the event	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Online order system ease of use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Visually appealing menu items	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. Moving in a positive direction to better meet my department's needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide feedback that may help us improve our services.

Limit 1500 characters. Characters remaining: 1500



Current Section: 16 of 55 (Includes Background Information Section)

**CENTRAL CASHIER - If you have had interaction with the Central Cashier in the last 12 months, please answer the following questions. If not, please skip to the next section.**

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
1. Thinking of your <b>OVERALL</b> experience with the Central Cashier, how would <b>you</b> rate your satisfaction with it during the past 12 months in meeting your department's needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Next, please rate your level of satisfaction with Central Cashier in each of the following ...

2. Understands my needs and requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Accessible to customers (via phone, voice mail, e-mail, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Convenient operating hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Transactions completed in an accurate and timely manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Facilitates problem resolution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Knowledgeable and helpful staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Effectively uses Blink to provide staff access to the Central Cashier information and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Moving in a positive direction to better meet my department's needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide feedback that may help us improve our services.

Limit 1500 characters. Characters remaining: 1500

**CLASSIFICATION/COMPENSATION** - The Compensation Unit manages the job classification, compensation, and employee records functions. Responsibilities include classifying jobs and training departments to classify their own jobs, implementing merit programs and wage implementations for represented employees, reviewing requests for stipends and equity increases or training departments to approve their own stipends and equities, assisting departments in calculating service credit calculations for their employees, and training departments on PPS (Payroll Personnel System) data entry in cooperation with Payroll and auditing PPS changes.

The services you received were provided by: Caprece Speaks-Toler, Pearl White Reyes, Mary Paul, Melody Chiles, Liz Duenas, Mary Coronado, and/or Debbie Wenck.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
1. Thinking of your OVERALL experience with Classification/Compensation, how would you rate your satisfaction with it during the past 12 months in meeting your department's needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Next, please rate your level of satisfaction with Classification/Compensation in <u>each</u> of the following ...						
2. Understands my needs and requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Accessible to customers (via phone, voice mail, e-mail, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Responsive to requests or problems within an acceptable time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Provides effective advice, support and guidance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Facilitates problem resolution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Knowledgeable and helpful staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Moving in a positive direction to better meet my department's needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Was your position reviewed for reclassification?	<input type="radio"/> Yes <input type="radio"/> No					
10. Were you the supervisor/manager of a staff member whose job was reviewed for reclassification?	<input type="radio"/> Yes <input type="radio"/> No					
11. Was the position reviewed represented by a union or non-represented (policy covered staff)?	<input type="radio"/> Represented <input type="radio"/> Non-Represented					
12. Was the classification request approved?	<input type="radio"/> Yes <input type="radio"/> No					
13. Does your department have the authority to classify positions?	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not sure/uncertain					
14. My last transaction with Compensation occurred:	<input type="radio"/> Within the last month <input type="radio"/> Within the last six months <input type="radio"/> More than six months ago					
15. How many times have you used the services of Compensation this year?	<input type="radio"/> 1 to 5 <input type="radio"/> 6 - 20 <input type="radio"/> Over 20					

Please provide feedback that may help us improve our services.

Current Section: 18 of 55 (Includes Background Information Section)

**COMMUTE SOLUTIONS** - Commute Solutions is the division of Transportation Services responsible for alternative transportation commute options for faculty, staff and students. If you have had interaction with Commute Solutions (Vanpool program, Carpool Program, Pedal Club, or MTS pass sales) in the past 12 months, please answer the following questions. If not, please skip to the next section.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
1. Thinking of your <b>OVERALL</b> experience with Commute Solutions, how would <b>you</b> rate your satisfaction with it during the past 12 months in meeting your department's needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Next, please rate your level of satisfaction with Commute Solutions in <u>each</u> of the following ...						
2. Understands my needs and requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Accessible to customers (via phone, voicemail, e-mail, office, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Vanpool program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Pedal Club	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Carpool program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. MTS pass sales	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Responsive to requests or problems within an acceptable time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Knowledgeable and helpful staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Effectively uses Blink to provide customers access to Commute Solutions information and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. Moving in a positive direction to better meet my needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Please provide feedback that may help us improve our services.	<input type="text"/>					

Current Section: 19 of 55 (Includes Background Information Section)

**DINING SERVICES** - If you have had interaction with Dining Services in the last 12 months, please answer the following questions. If not, please skip to the next section. (Note: Dining Services includes Bistro at the Village, John's Market, Village Market, and Club Med. It does not include the Price Center Food Court Operations, the Faculty Club, Grove Café, Che Café or Come On In! Café.)

Extremely Satisfied      Very Satisfied      Somewhat Satisfied      Not Very Satisfied      Not At All Satisfied      N/A

1. Thinking of your **OVERALL** experience with Dining Services, how would **you** rate your satisfaction with it during the past 12 months in meeting your needs?                                   

Next, please rate your level of satisfaction with Dining Services in each of the following ...

2. Understands my needs and requirements                                   

3. Cleanliness of restaurants/dining facilities                                   

4. Operating hours at the markets and dining facilities                                   

5. Visually appealing menu items                                   

6. Speed of service provided                                   

7. Quality for the money                                   

8. Staff hospitality                                   

9. Moving in a positive direction to better meet my needs                                   

Please provide feedback that may help us improve our services.

Limit 1500 characters. Characters remaining: 1500

**DISBURSEMENTS – If you have had interaction with Disbursements (including the Express Card program) in the last 12 months, please answer the following questions. If not, please skip to the next section.**  
 (Note: Please take the Travel section of the survey for interaction that involved mileage reimbursements.)

1. Indicate which of the following areas you deal with (please select all that apply):

- Banking Services (checks, direct deposits, wires, drafts, and scrip)
- Express Card (procurement card program)
- Invoices and payment documents authorized by a UCSD central campus purchase order
- Invoices and payment documents NOT authorized by a UCSD central campus purchase order
- Payment Assistance and Resolution now part of Payables Management (vendor invoice research and resolution)
- Payment Requests (Payment Authorization for: personal reimbursements and payments including honoraria, lecturer fees, subscriptions, gifts and awards)

2. For policies and procedures related to Disbursements' transactions, I would describe my level of expertise as: (choose ONE answer only)

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

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
3. Thinking of your <b>OVERALL</b> experience with Disbursements, how would you rate your satisfaction with it during the past 12 months in meeting your department's needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Next, please rate your level of satisfaction with Disbursements in <u>each</u> of the following ...						
4. Understands my department's needs and requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Accessible to customers (via BFSupport, phone/Voice mail, in-person sessions)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Provides useful web-based training resources for Policies & Procedures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Responsive to my department's needs and requests in a timely manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Takes a collaborative approach to work with me to address questions or issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Courteous, professional, and knowledgeable staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Effectively uses Blink to provide contact information, policy guidance, etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. Moving in a positive direction to better meet my department's needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide feedback that may help us improve our services.

Current Section: 21 of 55 (Includes Background Information Section)

**EMPLOYEE RELATIONS, POLICY DEVELOPMENT AND WORK/LIFE (ERPDWL) - Employee Relations, Policy Development and Work/Life is the division of Campus Human Resources that provides policy interpretation and training, consultation, conflict resolution, employee recognition programs and work/life programs.**

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
1. Thinking of your <b>OVERALL</b> experience with Employee Relations, how would you rate your satisfaction with it during the past 12 months in meeting your department's needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Next, please rate your level of satisfaction with Employee Relations in <u>each</u> of the following ...						
2. Understands my needs and requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Accessible to customers (via phone, voice mail, e-mail, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Responsive to requests or problems within an acceptable time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Provides consistent and effective advice, support and guidance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Facilitates problem resolution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Knowledgeable and helpful staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Moving in a positive direction to better meet my department's needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Satisfaction with Work/Life programs (e.g. flexible work arrangements, catastrophic leave, award and recognition programs, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. ERPDWL provided service to me as (check all that apply):	<input type="checkbox"/> Supervisor needing guidance <input type="checkbox"/> HR contact seeking assistance <input type="checkbox"/> Employee with a work related issue					
11. Did you contact ERPDWL for assistance with (check all that apply):	<input type="checkbox"/> Policy/bargaining unit interpretation <input type="checkbox"/> Job related matters <input type="checkbox"/> Informal conflict resolution <input type="checkbox"/> Work/Life programs					

Please provide feedback that may help us improve our services.

Current Section: 22 of 55 (Includes Background Information Section)

**ENVIRONMENT, HEALTH AND SAFETY (EH&S) - If you have had interaction with Environment, Health and Safety (EH&S) in the last 12 months, please answer the following questions. If not, please skip to the next section.**

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
1. Thinking of your <b>OVERALL</b> experience with Environment, Health and Safety (EH&S), how would you rate your satisfaction with it during the past 12 months in meeting your department's needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Next, please rate your level of satisfaction with Environment, Health and Safety (EH&S) in <u>each</u> of the following ...						
2. Understands my needs and requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Accessible to customers (via phone, voice mail, e-mail, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Responsive to requests or problems within an acceptable time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Provides effective advice, support, guidance and training/inspection programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Facilitates problem resolution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Knowledgeable and helpful staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Effectively uses Blink to provide staff access to Environment, Health and Safety (EH&S) information and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Moving in a positive direction to better meet my department's needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide feedback that may help us improve our services.

Limit 1500 characters. Characters remaining: 1500

Current Section: 23 of 55 (Includes Background Information Section)

**EQUAL OPPORTUNITY/STAFF AFFIRMATIVE ACTION - This is NOT the Office of Academic Diversity and Equal Opportunity, which has the responsibility for academic personnel. Equal Opportunity /Staff Affirmative Action works with STAFF/NON-ACADEMIC workforce. In partnership with UC San Diego community members, this office promotes equal opportunity and awareness of the value of diversity to ensure UC San Diego's good standing as a federal contractor and provides career development resources for the retention and promotion of staff. If you have had interaction with Equal Opportunity/Staff Affirmative Action in the last 12 months, please answer the following questions. If not, please skip to the next section.**

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
1. Thinking of your <b>OVERALL</b> experience with Equal Opportunity/Staff Affirmative Action, how would <b>you</b> rate your satisfaction with it during the past 12 months in meeting your department's needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Next, please rate your level of satisfaction with Equal Opportunity/Staff Affirmative Action in each of the following ...

2. Understands my needs and requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Accessible to customers (via phone, voice mail, e-mail, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Responsive to requests or problems within an acceptable time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Provides effective guidance in terms of my department's compliance with both federal and state guidelines	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Provides strong and effective partnership in facilitating diversity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Knowledgeable and helpful staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Effectively communicates its mission and role in supporting and fostering a diverse workforce	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Effectively uses Blink to provide staff access to Equal Opportunity/Staff Affirmative Action information and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide feedback that may help us improve our services.



Current Section: 24 of 55 (Includes Background Information Section)

**EQUIPMENT MANAGEMENT - If you have had interaction with Equipment Management in the last 12 months, please answer the following questions. If not, please skip to the next section.**

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
1. Thinking of your <b>OVERALL</b> experience with Equipment Management, how would <b>you</b> rate your satisfaction with it during the past 12 months in meeting your department's needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Next, please rate your level of satisfaction with Equipment Management in <u>each</u> of the following ...						
2. Understands my needs and requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Accessible to customers (via phone, voice mail, e-mail, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Responsive to requests or problems within an acceptable time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Provides effective advice, support and guidance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Facilitates problem resolution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Knowledgeable and helpful staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Effectively uses Blink to provide staff access to Equipment Management information and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Moving in a positive direction to better meet my department's needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide feedback that may help us improve our services.

Limit 1500 characters. Characters remaining: 1500

Current Section: 25 of 55 (Includes Background Information Section)

**FACILITIES MANAGEMENT - If you have had interaction with Facilities Management in the last 12 months, please answer the following questions. If not, please skip to the next section.**

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
1. Thinking of your <b>OVERALL</b> experience with Facilities Management, how would <b>you</b> rate your satisfaction with it during the past 12 months in meeting your department's needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Next, please rate your level of satisfaction with Facilities Management in <u>each</u> of the following ...						
2. Understands my needs and requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Accessible to customers (Trouble Desk via phone, voice mail, e-mail, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Responsive to requests or problems within an acceptable time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Quality of Custodial Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Quality of Building Maintenance and Repair Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Quality of Grounds Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Quality of Facilities Management Fleet Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Courteous and helpful staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Do you work in any of the following locations: Campus Bookstore, Hillcrest Medical Center, Price Center, Rimalac, Torrey Pines Center-South, or University Extension?	<input type="radio"/> Yes <input type="radio"/> No					

Please provide feedback that may help us improve our services.

Current Section: 26 of 55 (Includes Background Information Section)

**FACULTY & STAFF ASSISTANCE PROGRAM (FSAP) - If you have had interaction with the Faculty & Staff Assistance Program (FSAP) function within the Campus Human Resources Department in the last 12 months, please answer the following questions. If not, please skip to the next section.**

	<u>Extremely Satisfied</u>	<u>Very Satisfied</u>	<u>Somewhat Satisfied</u>	<u>Not Very Satisfied</u>	<u>Not At All Satisfied</u>	<u>N/A</u>
1. Thinking of your <b>OVERALL</b> experience with the Faculty & Staff Assistance Program (FSAP), how would <b>you</b> rate your satisfaction with it during the past 12 months in meeting your needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Next, please rate your level of satisfaction with Faculty & Staff Assistance Program (FSAP) in <u>each</u> of the following ...						
2. Understands my personal needs and requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Accessible to customers (via phone, voice mail, e-mail, face to face)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Responsive to requests or problems within an acceptable time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Provides effective and confidential guidance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Help with personal (individual/family) problem assessment and assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Knowledgeable and helpful staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Provides effective assistance with Eldercare/Caregiver concerns	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Provides effective assistance with work related issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Effectively uses of Blink to provide staff access to Faculty & Staff Assistance Program (FSAP) information and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. Moving in a positive direction to better meet my needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. I am a:	<input type="radio"/> First time user of FSAP <input type="radio"/> Repeat user of FSAP					

Please provide feedback that may help us improve our services.

Current Section: 27 of 55 (Includes Background Information Section)

**GENERAL ACCOUNTING - If you have had interaction with General Accounting in the last 12 months, please answer the following questions. If not, please skip to the next section.**

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
1. Thinking of your <b>OVERALL</b> experience with General Accounting, how would you rate your satisfaction with it during the past 12 months in meeting your department's needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Next, please rate your level of satisfaction with General Accounting in <u>each</u> of the following ...						
2. Understands my needs and requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Accessible to customers (via phone, voice mail, e-mail, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Responsive to requests or problems within an acceptable time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Provides effective advice, support and guidance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Facilitates problem resolution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Knowledgeable and helpful staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Effectively uses Blink to provide staff access to General Accounting information and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Effectively uses BFSupport to respond to staff inquiries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Moving in a positive direction to better meet my department's needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide feedback that may help us improve our services.

Limit 1500 characters. Characters remaining: 1500

Current Section: 28 of 55 (Includes Background Information Section)

**GIFT PROCESSING AND ADMINISTRATION** - The unit responsible for management and processing of all incoming gifts made directly to UCSD and to the Foundation, including compliance with IRS and UC policy, gift recording, and donor receipting. Please note - this unit is separate from the UC San Diego Foundation Accounting group. If you have had interaction with Gift Processing and Administration in the last 12 months, please answer the following questions. If not, please skip to the next section.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
1. Thinking of your <b>OVERALL</b> experience with Gift Processing and Administration, how would you rate your satisfaction with it during the past 12 months in meeting your department's needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Next, please rate your level of satisfaction with Gift Processing and Administration in <u>each</u> of the following ...						
2. Understands my needs and requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Accessible to customers (via phone, voice mail, e-mail, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Responsive to requests or problems within an acceptable time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Provides effective advice, support and guidance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Facilitates problem resolution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Knowledgeable and helpful staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Effectively uses Blink to provide staff access to gift-related information and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Moving in a positive direction to better meet my department's needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide feedback that may help us improve our services.

Current Section: 29 of 55 (Includes Background Information Section)

**IMPRINTS - CAMPUS COPIER SERVICES** - If you have had interaction with Imprints-Campus Copier Services in the last 12 months, please answer the following questions. If not, please skip to the next section.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
1. Thinking of your <b>OVERALL</b> experience with Imprints-Campus Copier Services, how would you rate your satisfaction with it during the past 12 months in meeting your department's needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Next, please rate your level of satisfaction with Imprints-Campus Copier Services in <u>each</u> of the following ...						
2. Accessible to customers (via phone, voice mail, e-mail, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Knowledgeable, helpful and courteous help desk staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Ease and convenience of ordering	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Timely response to service requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Knowledgeable, helpful and courteous equipment repair staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Reliable department copier	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Effectively uses Blink to provide staff access to Imprints-Campus Copier Services information and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Moving in a positive direction to better meet my department's needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide feedback that may help us improve our services.

Limit 1500 characters. Characters remaining: 1500

Current Section: 30 of 55 (Includes Background Information Section)

**PRINT & COPY CENTERS - If you have had interaction with Imprints-Print & Copy Centers in the last 12 months, please answer the following questions. If not, please skip to the next section.**

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
1. Thinking of your <b>OVERALL</b> experience with Imprints-Print & Copy Centers, how would you rate your satisfaction with it during the past 12 months in meeting your department's needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Next, please rate your level of satisfaction with Imprints-Print & Copy Centers in <u>each</u> of the following ...						
2. Accessible to customers (via phone, voice mail, e-mail, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Knowledgeable, helpful and courteous staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Quality of print and copy work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Work completed in a timely manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Operating hours that are convenient	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Value	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Effectively uses Blink to provide staff access to Imprints-Print & Copy Centers information and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Moving in a positive direction to better meet my department's needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide feedback that may help us improve our services.

Limit 1500 characters. Characters remaining: 1500

**LABOR RELATIONS** - If you have had interaction with the Labor Relations function within Campus Human Resources Department in the last 12 months, please answer the following questions. If not, please skip to the next section.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
1. Thinking of your <b>OVERALL</b> experience with Labor Relations, how would <b>you</b> rate your satisfaction with it during the past 12 months in meeting your department's needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Next, please rate your level of satisfaction with Labor Relations in <u>each</u> of the following ...						
2. Understands my needs and requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Accessible to customers (via phone, voice mail, e-mail, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Responsive to requests or problems within an acceptable time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Provides consistent and effective advice, support and guidance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Facilitates problem resolution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Knowledgeable and helpful staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Moving in a positive direction to better meet my department's needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How often were you involved in <u>each</u> of these activities in the <u>last 12 months</u> ?	Less than 5 times		5 - 10 times		More than 10 times	
9. Asked Labor Relations a question about a union contract	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Attended a meeting with Labor Relations and a union representative	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. Represented by Labor Relations in the grievance/compliance process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. Collected information for Labor Relations that was requested by a union	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. Attended a training class presented by Labor Relations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide feedback that may help us improve our services.



Current Section: 32 of 55 (Includes Background Information Section)

**MAIL SERVICES - If you have had interaction with Mail Services in the last 12 months, please answer the following questions. If not, please skip to the next section.**

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
1. Thinking of your <b>OVERALL</b> experience with Mail Services, how would <b>you</b> rate your satisfaction with it during the past 12 months in meeting your department's needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Next, please rate your level of satisfaction with Mail Services in <u>each</u> of the following ...						
2. Understands my needs and requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Accessible to customers (via phone, voice mail, e-mail, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Responsive to special requests or problems within an acceptable time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Accuracy and timely delivery of mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Clear and accurate billing for services rendered	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Knowledgeable and helpful staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Effectively uses Blink to provide staff access to Mail Services information and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Moving in a positive direction to better meet my department's needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide feedback that may help us improve our services.

Limit 1500 characters. Characters remaining: 1500

**P&C: MARKETPLACE** – Marketplace is the online campus tool used to issue purchase orders for goods and services. If you have used Marketplace in the last 12 months, please answer the following questions. If not, please skip to the next section.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
1. Thinking of your <b>OVERALL</b> experience with Marketplace, how would <b>you</b> rate your satisfaction with it during the past 12 months in meeting your department's needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Next, please rate your level of satisfaction with Marketplace in <u>each</u> of the following:						
2. Understands my needs and requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Accessible to customers (via phone, email, informational meetings, in-person training, on-line webinars, site/online help)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Responsive to my needs and requests in a timely manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Ease and convenience of buying site for shopping, requisitioning and approving procurement transactions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. The site offers the variety of goods, services and suppliers that I need	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Product and services offered are appropriately priced	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. The Marketplace training, customer help and online resources are adequate to support my day-to-day needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Courteous, professional and knowledgeable staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Effectively uses BFSupport to respond to staff inquiries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. Moving in a positive direction to better meet my department's needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. How often do you use the online Marketplace system?	<input type="radio"/> Rarely or never <input type="radio"/> One to three times per MONTH <input type="radio"/> One to three times per WEEK <input type="radio"/> Every day					

Please provide feedback that may help us improve our services.

Current Section: 36 of 55 (Includes Background Information Section)

**MOVING SERVICES - UCSD Moving Services coordinates and performs office and lab moves, uncrates large equipment/furniture and assembles free standing and modular furniture for UCSD Departments. If you have had interaction with Moving Services in the last 12 months, please answer the following questions. If not, please skip to the next section.**

	Extremely <u>Satisfied</u>	Very <u>Satisfied</u>	Somewhat <u>Satisfied</u>	Not Very <u>Satisfied</u>	Not At All <u>Satisfied</u>	<u>N/A</u>
1. Thinking of your <b>OVERALL</b> experience with Moving Services, how would <b>you</b> rate your satisfaction with it during the past 12 months in meeting your department's needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Next, please rate your level of satisfaction with Moving Services in <u>each</u> of the following ...</b>						
2. Understands my needs and requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Accessible to customers (via phone, voice mail, e-mail, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Responsive to requests or problems within an acceptable time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Arrives and completes jobs when scheduled and in the time estimated	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Ease of scheduling of jobs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Facilitates problem resolution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Knowledgeable, courteous, and helpful staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Effectively uses BLINK	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Moving in a positive direction to better meet my department's needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide feedback that may help us improve our services.

Current Section: 34 of 55 (Includes Background Information Section)

**OFFICE OF CONTRACT AND GRANT ADMINISTRATION (OCGA) - The Office of Contract and Grant Administration (OCGA) serves the UC San Diego faculty and research community by representing the University's interests in the review, submittal, acceptance and negotiation of grants, contracts, and other research agreements from non-profit, industry and government sponsors. Please note: This survey is intended to address your interactions with OCGA rather than Health Sciences Sponsored Project Pre-Award Office or SIO Contract and Grant Office.**

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
1. Thinking of your <b>OVERALL</b> experience with OCGA how would <b>you</b> rate your satisfaction with it during the past 12 months in meeting your department's needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Next, please rate your level of satisfaction with OCGA in <u>each</u> of the following ...						
2. Understands my needs and requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Accessible to customers (via phone, e-mail, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Responsive to requests or problems within an acceptable time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Knowledgeable staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Courteous and helpful staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Proposal review timeliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Proposal review quality/accuracy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Award Negotiation (e.g., grants, contracts, and other research agreements)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Effectiveness of OCGA website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. Moving in the right direction to better meet my department's needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide feedback that may help us improve our services.

Current Section: 35 of 55 (Includes Background Information Section)

**OFFICE OF POST AWARD FINANCIAL SERVICES - 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.**

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
1. Thinking of your <b>OVERALL</b> experience with the Office of Post Award Financial Services, how would <b>you</b> rate your satisfaction with it during the past 12 months in meeting your department's needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Next, please rate your level of satisfaction with the Office of Post Award Financial Services in <u>each</u> of the following ...						
2. Understands my needs and requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Accessible to customers (via phone, voice mail, e-mail, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Responsive to requests or problems within an acceptable time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Provides effective advice, support and guidance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Facilitates problem resolution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Knowledgeable and helpful staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Effectively uses Blink to provide staff access to Office of Post Award Financial Services information and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Moving in a positive direction to better meet my department's needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide feedback that may help us improve our services.

Limit 1500 characters. Characters remaining: 1500

Current Section: 7 of 12 (Includes Background Information Section)

**PARKING - If you have had interaction with Parking in the last 12 months, please answer the following questions. If not, please skip to the next section. (Note: Parking management has limited influence over space availability.)**

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
1. Thinking of your <b>OVERALL</b> experience with Parking, how would <b>you</b> rate your satisfaction with it during the past 12 months in meeting your needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Next, please rate your level of satisfaction with Parking in <u>each</u> of the following ...						
2. Understands my needs and requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. General ease and availability of parking on campus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Accessible to customers (via phone, voice mail, e-mail, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Communication of parking rules and regulations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Fair enforcement of parking rules and regulations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Pay station permit process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. On-line permit sales	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Walk-in permit sales	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Knowledgeable and helpful staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. Effectively uses Blink to provide staff access to Parking information and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. Moving in a positive direction to better meet my needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide feedback that may help us improve our services.

Current Section: 37 of 55 (Includes Background Information Section)

**PAYROLL - If you have had interaction with Payroll in the last 12 months, please answer the following questions. If not, please skip to the next section.**

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
1. Thinking of your <b>OVERALL</b> experience with Payroll, how would <b>you</b> rate your satisfaction with it during the past 12 months in meeting your department's needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Next, please rate your level of satisfaction with Payroll in <u>each</u> of the following ...						
2. Understands my needs and requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Accessible to customers (via phone, voice mail, e-mail, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Responsive to requests or problems within an acceptable time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Provides effective advice, support and guidance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Facilitates problem resolution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Professional and knowledgeable staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Courteous and helpful staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Moving in a positive direction to better meet my department's needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide feedback that may help us improve our services.

Limit 1500 characters. Characters remaining: 1500

Current Section: 38 of 55 (Includes Background Information Section)

**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.**

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
1. Thinking of your <b>OVERALL</b> experience with Police/Public Safety, how would <b>you</b> rate your satisfaction with it during the past 12 months in meeting your department's needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Next, please rate your level of satisfaction with Police/Public Safety in <u>each</u> of the following ...						
2. Understands my safety and security needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Accessible to customers (via phone, voice mail, e-mail, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Responsive to requests or problems within an acceptable time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Provides effective advice, support and guidance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Facilitates problem resolution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Knowledgeable and helpful staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Effectively uses Blink to provide staff access to Police/Public Safety information and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Moving in a positive direction to better meet my department's security needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide feedback that may help us improve our services.

Limit 1500 characters. Characters remaining: 1500



**POLICY & RECORDS ADMINISTRATION - Policy & Records Administration (P&RA) provides management and advisory services to the campus for public access and privacy compliance and administrative services for records and information management. Responsibilities include California Public Records and Information Practices Act requests, Chancellor's Correspondence Record, Campus Regents Coordination, Policy and Procedure Manual, Official Notices and Flyers, Notary Service, Official Campus Organization Charts and Records Management Program. If you have had interaction with Policy & Records Administration within the past 12 months, please answer the following questions. If not, skip to the next section.**

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
1. Thinking of your <b>OVERALL</b> experience with Policy & Records Administration, how would you rate your satisfaction with it during the past 12 months in meeting your department's needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Next, please rate your level of satisfaction with Policy & Records Administration in <u>each</u> of the following ...						
2. Understands my needs and requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Accessible to customers (via phone, voicemail, e-mail, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Responsive to requests or problems within an acceptable time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Provides effective advice, support, and guidance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Facilitates problem resolution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Knowledgeable staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Courteous and helpful staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Effectively uses adminrecords.ucsd.edu to provide information, policy guidance, access to services etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Able to navigate website to locate information specific to my department's needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. Moving in a positive direction to better meet my department's needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. How many times have you used the services of Policy and Records Administration in the past 12 months:	<input type="radio"/> 1 - 5 <input type="radio"/> 6 - 20 <input type="radio"/> Over 20					

Please provide feedback that may help us improve our services.

P&C: PROCUREMENT – The Procurement Team processes requisitions of a higher dollar amount or complexity, and manages bids and strategically sourced agreements. Procurement is made up of the following business units – Strategic Procurement (which now includes independent contractors and professional services), Small Business Development and Satellite Purchasing for A&PS, Facilities Management and HDH Housing\*Dining\*Hospitality. If you had interaction with any of the units in Procurement in the last 12 months, please answer the following questions. If not, please skip to the next section.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
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1. Thinking of your **OVERALL** experience with Procurement 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 Procurement in each of the following ...

2. Understands my needs and requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Accessible to customers (via phone, voice mail, e-mail, information sharing sessions and in-person meetings)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Responsive to my needs and requests in a timely manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Takes a collaborative approach to work with me to address questions and issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Facilitates problem resolution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Courteous, professional and knowledgeable staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Effectively uses Blink to provide contact information, policy, guidance, etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Effectively uses BFSupport to respond to staff inquiries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Moving in a positive direction to better meet my department's needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11. Indicate if you participated in any of the procurement activities below

- Buying Concepts Old to New
- Buying Goods 101
- Buying Goods 102
- Onsite Department Business Reviews
- Onsite dedicated procurement or Marketplace training
- Bid Process

12. Identify the main commodities you are responsible for purchasing

- Building maintenance and repair
- Computers and related services
- Equipment
- Food/Catering
- Furniture
- Independent Contractor or Professional Services
- Lab supplies and related services
- Office supplies
- Other

Please provide feedback that may help us improve our services.

Current Section: 41 of 55 (Includes Background Information Section)

**RECEIVING & DISTRIBUTION - The Receiving & Distribution unit is responsible for the receipt and distribution of incoming packages and large freight for campus. If you have had interaction with Receiving & Distribution in the last 12 months, please answer the following questions. If not, please skip to the next section.**

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
1. Thinking of your <b>OVERALL</b> experience with Receiving & Distribution, how would <b>you</b> rate your satisfaction with it during the past 12 months in meeting your department's needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Next, please rate your level of satisfaction with Receiving & Distribution in <u>each</u> of the following ...						
2. Understands my needs and requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Accessible to customers (via phone, voice mail, e-mail, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Responsive to requests or problems within an acceptable time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Provides consistent and timely turnaround	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Takes a collaborative approach to work with me to address questions and issues.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Facilitates problem resolution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Knowledgeable, courteous and helpful staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Effectively uses Blink to provide staff access to Receiving & Distribution information and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Moving in a positive direction to better meet my department's needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide feedback that may help us improve our services.

Limit 1500 characters. Characters remaining: 1500

Current Section: 42 of 55 (Includes Background Information Section)

**RISK MANAGEMENT OFFICE (General Liability and/or Workers' Compensation Programs) - If you have had interaction with Risk Management Office in the last 12 months, please answer the following questions. If not, please skip to the next section.**

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
1. Thinking of your <b>OVERALL</b> experience with Risk Management Office, how would you rate your satisfaction with it during the past 12 months in meeting your department's needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Next, please rate your level of satisfaction with Risk Management Office in <u>each</u> of the following ...						
2. Understands my needs and requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Accessible to customers (via phone, voice mail, e-mail, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Responsive to requests or problems within an acceptable time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Provides effective advice, support, guidance and training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Facilitates problem resolution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Knowledgeable and helpful staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Effectively uses Blink to provide staff access to Risk Management Office information and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Moving in a positive direction to better meet my department's needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide feedback that may help us improve our services.

Limit 1500 characters. Characters remaining: 1500

Current Section: 43 of 55 (Includes Background Information Section)

**Shipping: The UCSD Shipping unit is responsible for the Hazardous Goods Shipping Program, Small Package FedEx and UPS, Returns, Large Freight shipments (over 70lbs or over \$2500 in value), and all international shipments. The unit trains and certifies UCSD Staff to ship function specific hazardous materials. UCSD Shipping does not include U.S. Postal Service or Desk Top Shipping- See Mail Services to rate these services. If you have had interaction with UCSD Shipping in the last 12 months, please answer the following questions. If not, please skip to the next section.**

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
1. Thinking of your <b>OVERALL</b> experience with Shipping, how would <b>you</b> rate your satisfaction with it during the past 12 months in meeting your department's needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Next, please rate your level of satisfaction with Shipping in <u>each</u> of the following ...						
2. Understands my needs and requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Accessible to customers (via phone, voice mail, e-mail, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Responsive to requests or problems within an acceptable time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Provides consistent and timely turnaround	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Training and certification provided by the Hazardous Goods Shipping Program is adequate to meet my shipping needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Provides helpful guidance regarding regulations, policies/procedures to ship hazardous material and international shipments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Takes a collaborative approach to work with me to address questions or issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Facilitates problem resolution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Knowledgeable, courteous and helpful staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. Effectively uses Blink to provide staff access to Shipping information services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. Moving in a positive direction to better meet my department's needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide feedback that may help us improve our services

Current Section: 44 of 55 (Includes Background Information Section)

**SHUTTLE SERVICES - If you have had interaction with Shuttle Services in the last 12 months, please answer the following questions. If not, please skip to the next section.**

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
1. Thinking of your <b>OVERALL</b> experience with Shuttle Services, how would <b>you</b> rate your satisfaction with it during the past 12 months in meeting your department's needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Next, please rate your level of satisfaction with Shuttle Services in <u>each</u> of the following ...						
2. Understands my needs and requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Accessible to customers (via phone, voice mail, e-mail, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Frequency of Shuttle Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Responsive to requests or problems within an acceptable time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. On-time reliability of Shuttle Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Safety of Shuttle Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Location and convenience of shuttle stop locations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Shuttle seating capacity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Real-time Shuttle tracking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. Knowledgeable and helpful and well-trained staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. Moving in a positive direction to better meet my department's needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide feedback that may help us improve our services.

Current Section: 45 of 55 (Includes Background Information Section)

**STAFF EDUCATION & DEVELOPMENT - Staff Education & Development is the division of Human Resources responsible for coordination, tracking, design, and delivery of campuswide workplace training and professional development programs for staff employees. This division offers classroom training, web-based training, a video library, and organization development services.**

**Note: The UC Learning Center is a vendor provided system that the UC Office of the President requires UC locations to use. Please rate your satisfaction with this system in Question 11.**

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
1. Thinking of your <b>OVERALL</b> experience with Staff Education & Development, how would you rate your satisfaction with it during the past 12 months in meeting your department's needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Next, please rate your level of satisfaction with Staff Education & Development in <u>each</u> of the following ...						
2. Understands my training and development needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Accessible to customers (via phone, voice mail, e-mail, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Provides effective advice, support and guidance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Offers a wide array of relevant course offerings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Offers convenient class schedule	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Provides quality instruction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Knowledgeable and helpful staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Effectively uses Blink to provide staff access to Staff Education & Development information and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Offers effective online learning options (UCSD-specific e-learning, Skillsoft, and online instructor-led training via webinar)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. Satisfaction with the UC Learning Center system (vendor provided system that UC Office of the President requires UC locations to use)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide feedback that may enable us to improve our services. Please be helpful and

# 2014 Customer Satisfaction Survey

**EMPLOYMENT AND COMMUNITY OUTREACH (Talent Acquisition & Outreach Services) – Please rate this area only if you had received services from Michael Yates, Marcelle Maia, Jeannie O’Neill-Ferlito, Millicent Scott, Ben Haden, Janna Gilkison, and /or Jennifer San Angel in the last 12-month period.**

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
1. Thinking of your <b>OVERALL</b> experience with Staff Employment, how would you rate your satisfaction with it during the past 12 months in meeting your department's needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Next, please rate your level of satisfaction with Staff Employment in each of the following ...

2. Understands my needs and requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Accessible to customers (via phone, voice mail, e-mail, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Responsive to requests or problems within an acceptable time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Provides effective advice, support and guidance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Facilitates recruitment and referral of qualified applicants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Knowledgeable and helpful staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Effectively uses Blink to provide staff access to Staff Employment information and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Moving in a positive direction to better meet my department's needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10. Staff employment provided service to me as: (Check all that apply)
- Applicant seeking employment
  - A department HR contact
  - A hiring manager/supervisor

11. I used the following services (Check all that apply):
- Applicant services
  - Recruitment services, general
  - Recruitment services, executive search
  - Recruitment policy clarification/assistance
  - Community outreach assistance (i.e., Resume review, workshop, etc.)

12. How many times have you used the services of Staff Employment & Community Outreach this year?
- 1 to 5
  - 6 - 20
  - Over 20

Please provide feedback that may help us improve our services.



Current Section: 47 of 55 (Includes Background Information Section)

**STUDENT BUSINESS SERVICES - If you have had interaction with Student Business Services in the last 12 months, please answer the following questions. If not, please skip to the next section.**

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
1. Thinking of your <b>OVERALL</b> experience with Student Business Services, how would <b>you</b> rate your satisfaction with it during the past 12 months in meeting your department's needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Next, please rate your level of satisfaction with Student Business Services in <u>each</u> of the following ...						
2. Understands my needs and requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Accessible to customers (via phone, voice mail, e-mail, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Responsive to requests or problems within an acceptable time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Provides effective advice, support and guidance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Facilitates problem resolution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Knowledgeable and helpful staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Effectively uses Blink to provide staff access to Student Business Services information and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Moving in a positive direction to better meet my department's needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide feedback that may help us improve our services.

Limit 1500 characters. Characters remaining: 1500

Current Section: 48 of 55 (Includes Background Information Section)

**SUNSHINE MARKET (located in new Price Center East)- If you have had interaction with Sunshine Market in the last 12 months, please answer the following questions. If not, please skip to the next section.**

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
1. Thinking of your <b>OVERALL</b> experience with Sunshine Market (located in new Price Center East), how would you rate your satisfaction with it during the past 12 months?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Next, please rate your level of satisfaction with Sunshine Market in each of the following ...

2. Cleanliness of store	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Well organized	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Selection of items	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Items in stock	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Quality and value for money	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Professional staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Courteous staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Moving in a positive direction to meet my needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide feedback that may help us improve our services.

Limit 1500 characters. Characters remaining: 1500

Current Section: 49 of 55 (Includes Background Information Section)

**SURPLUS SALES** - The Surplus Sales unit serves as an outlet to dispose of used, excess UCSD Property. UCSD departments, staff and the general public can purchase items. If you have had interaction with Surplus Sales in the last 12 months, please answer the following questions. If not, please skip to the next section.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
1. Thinking of your <b>OVERALL</b> experience with Surplus Sales, how would you rate your satisfaction with it during the past 12 months in meeting your department's needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Next, please rate your level of satisfaction with Surplus Sales in <u>each</u> of the following ...						
2. Understands my needs and requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Accessible to customers (via phone, voice mail, e-mail, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Responsive to requests or problems within an acceptable time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Provides consistent and timely service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Ease and convenience of buying	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Knowledgeable and helpful staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Effectively uses Blink to provide staff access to Surplus Sales information and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Moving in a positive direction to better meet my department's needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide feedback that may help us improve our services.

Limit 1500 characters. Characters remaining: 1500

Current Section: 50 of 55 (Includes Background Information Section)

**TECHNOLOGY TRANSFER OFFICE (TTO) - This office promotes and facilitates the transfer of UC San Diego innovations for the benefit of the University community and the public by protecting, managing and licensing UCSD's intellectual property, including inventions, copyright-protected materials, and tangible research materials. If you have had interaction with TTO in the last 12 months, please answer the following questions. If not, please skip to the next section.**

	<u>Extremely Satisfied</u>	<u>Very Satisfied</u>	<u>Somewhat Satisfied</u>	<u>Not Very Satisfied</u>	<u>Not At All Satisfied</u>	<u>N/A</u>
1. Thinking of your <b>OVERALL</b> experience with the Technology Transfer Office (TTO), how would you rate your satisfaction with it during the past 12 months in meeting your needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Next, please rate your level of satisfaction with TTO in <u>each</u> of the following ...						
2. Understands my needs and requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Accessible for my needs (via phone, voice mail, e-mail, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Responsive to requests or problems within an acceptable time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Provides effective advice, support and guidance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Facilitates problem resolution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Knowledgeable and helpful staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Professional and approachable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Effectively uses website to provide Intellectual Property and TTO-related information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Moving in a positive direction to better meet my needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide feedback that may help us improve our services.

Limit 1500 characters. Characters remaining: 1500

Current Section: 51 of 55 (Includes Background Information Section)

**TEMPORARY EMPLOYMENT SERVICES (TES) - If you have had interaction with the Temporary Employment Services (TES) function within the Campus Human Resources Department in the last 12 months, please answer the following questions. If not, please skip to the next section.**

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
1. Thinking of your <b>OVERALL</b> experience with Temporary Employment Services (TES), how would you rate your satisfaction with it during the past 12 months in meeting your department's needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Next, please rate your level of satisfaction with Temporary Employment Services (TES) in <u>each</u> of the following ...						
2. Understands my needs and requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Accessible to customers (via phone, voice mail, e-mail, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Responsive to requests or problems within an acceptable time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Provides effective advice, support and guidance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Facilitates recruitment and referral of qualified applicants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Knowledgeable and helpful staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Moving in a positive direction to better meet my department's needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. My transactions with TES were as: (Check all that apply)	<input type="checkbox"/> A department requesting temporary help <input type="checkbox"/> A job applicant <input type="checkbox"/> A TES employee					
10. My last transaction with TES occurred:	<input type="radio"/> Within the last month <input type="radio"/> Within the last six months <input type="radio"/> More than six months ago					

Please provide feedback that may help us improve our services.

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

1. My interaction with Travel & Entertainment is as a (choose all that apply):

- Traveler and/or Host/Meeting Coordinator       Travel Preparer and/or Entertainment Preparer  
 Travel Approver and/or Entertainment Approver       Other

2. For Travel and/or Entertainment policies and procedures, I would describe my level of expertise as:

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

Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
---------------------	----------------	--------------------	--------------------	----------------------	-----

3. Thinking of your **OVERALL** experience with UCSD Travel & Entertainment, how would you rate your satisfaction with it during the past 12 months in meeting your department's needs?

- |                       |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|

Next, please rate your level of satisfaction with UCSD Travel & Entertainment in each of the following ...

4. Understands my needs and requirements

- |                       |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|

5. Accessible to customers (via BFSupport, phone/voice mail, in-person sessions)

- |                       |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|

6. Responsive to customers

- |                       |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|

7. Provides useful training resources (Travel Web tutorial, Blink Web demos, Q & A sessions)

- |                       |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|

8. Provides helpful guidance regarding Travel policy, process and procedure

- |                       |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|

9. Provides helpful guidance regarding Entertainment policy, process and procedure

- |                       |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|

10. Takes a collaborative approach to work with me to address questions or issues

- |                       |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|

11. Courteous, professional, and knowledgeable staff

- |                       |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|

12. Provides effective information (Blink, announcements to email list subscribers, newsletters)

- |                       |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|

13. Effective support for Connexus, the UC Travel Management Program, e.g., portal, on-line booking and agent assistance

- |                       |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|

14. Moving in a positive direction to better meet my department's needs, e.g., new email response system, enhanced online tools and resources

- |                       |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|

Please provide feedback that may help us improve our services.

Current Section: 53 of 55 (Includes Background Information Section)

**UCSD FOUNDATION ACCOUNTING** - The unit responsible for the fund accounting and related ledgers of the legally separate campus Foundation, as well as transfers and allocation of its gifted funds to UCSD departments for use. Please note - This unit is separate from the Gift Processing and Administration group. If you have had interaction with UCSD Foundation Accounting in the last 12 months, please answer the following questions. If not, please skip to the next section.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
1. Thinking of your <b>OVERALL</b> experience with UC San Diego Foundation Accounting, how would you rate your satisfaction with it during the past 12 months in meeting your department's needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Next, please rate your level of satisfaction with UCSD Foundation Accounting in <u>each</u> of the following ...						
2. Understands my needs and requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Accessible to customers (via phone, voice mail, e-mail, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Responsive to requests or problems within an acceptable time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Provides effective advice, support and guidance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Facilitates problem resolution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Knowledgeable and helpful staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Effectively uses Blink to provide staff access to UC San Diego Foundation information and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Moving in a positive direction to better meet my department's needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide feedback that may help us improve our services.

Limit 1500 characters. Characters remaining: 1500

Current Section: 10 of 11 (Includes Background Information Section)

## BACKGROUND INFORMATION

1. Have you completed a Faculty and Staff Customer Satisfaction Survey in prior years?

 Yes  No

2. DEVICE-The type of computer device that I use at work most often is: (choose one only)

 PC desktop  PC laptop  PC tablet Apple desktop  Apple laptop  Apple iPad Android Tablet  Unix/Linux Desktop  Other, Specify: 

3. NETWORK ENABLED DEVICES - The types of network enabled smart phones &amp; devices that I use at work are: (choose all that apply)

 iPhone  iPod touch  Windows Phone Windows Tablet  Android Phone  Android Tablet Blackberry  Other, Specify: 

4. OPERATING SYSTEMS - The device that I use at work most often has the following operating system: (choose one only)

 Windows  Mac/OS  Linux-Unix Other, Specify: 

5. BROWSER APPLICATIONS - I use the following application as my main browser at work: (choose one only)

 Internet Explorer  Firefox  Apple Safari Google Chrome  Opera  Other Browser, Specify: 

6. EMAIL - I use the following email program at work: (choose one only)

 Eudora  Gmail  Macintosh Mail Microsoft Outlook  Outlook Web Access  Thunderbird Other e-mail or webmail client, Specify: 

7. CALENDARING APPLICATIONS - I use the following calendaring program at work: (choose one only)

 Google  Groupwise  iCal Oracle  Outlook Exchange  Other, Specify: 

8. DOCUMENT SHARING APPLICATIONS - I use the following document sharing program at work: (choose one only)

 Email  Exchange public folder  File server hosted by my department Google Drive  Microsoft SharePoint  iCloud Dropbox  Microsoft Skydrive  Box Other, Specify:





Current Section: 11 of 11 (Includes Background Information Section)

**SYSTEM SATISFACTION -Please rate your satisfaction with the following systems:**

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
MyLeaveBalances	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
MyTime	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
MyTraining	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
MyTravel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
MyTritonLink	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
PPS (Payroll Personnel System)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Student/Class Info on Blink (Formerly known as StudentLink)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
TravelLink	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
TritonLink	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
UCSD mobile applications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
UCSD People Directory	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
UCSD Search	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

Limit 1500 characters. Characters remaining: 1500

Please provide any suggestions or feedback on improving this survey

Limit 1500 characters. Characters remaining: 1500

## Your Responses have been Saved

You may wish to print this page for your records.

There are two easy ways you can return to complete your survey:

- 1) By using the link provided in your emailed invitation.
- 2) By going to <https://customersat.ucsd.edu> and entering your Access Code exactly as listed below:

Your Access Code:

WNSHC

**Please remember to complete this survey before Friday, April 04, 2014.**

Thank you for your participation.

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## Thank you!

I want to thank you for taking the time to complete this survey. The results will help us understand your opinions and needs. Your thoughts are very important to me. If you have comments you would like to share regarding the online survey experience itself, please contact [Angela Song](#) at 822-1815.

 [Click here to print your gift coupon!](#)

Thanks Again,

Steven W. Relyea  
Vice Chancellor – Business Affairs

Gary C. Matthews  
Vice Chancellor – Resource Management and Planning

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