VPFA - Customer Survey Questionnaire

Fall 2017

Start of Block: Part 1

**VPFA Customer Satisfaction Survey**  
 Thank you for taking the time to participate in our survey!  
   
 As a part of our strategic planning process, the Finance and Administration (VPFA) leadership team is reaching out for feedback on the services that we provide. Our overall strategic vision is to excel in two core areas: 1) provide the most effective and efficient services to campus possible, and 2) recruit, support, and retain a diverse and highly competent workforce.   
  
 This customer satisfaction survey will help us understand how we can improve the services that units in our division provide to campus.  
     
   
**Instructions**  
 In Part 1 of the survey, you will be asked to identify all the VPFA units with which you work. In Part 2, you will be asked to evaluate no more than five of these units. This survey should take you approximately 10 – 25 minutes to complete, depending on the number of units you evaluate (as few as one or as many as five). You may navigate back and forth between questions, *but once you begin to evaluate units in Part 2, you will no longer be able to go back to Part 1*. If you leave the survey before completion, your responses will be saved and available when you return using the survey link you received in your email. Please help us by completing the survey no later than November 21, 2017.  
   
 **Confidentiality**  
 This survey is confidential. It is being conducted on our behalf by a third party, the UO Community Service Center. The VPFA and its units will not have access to your individual responses.  
   
 To thank you for your time, you will have the opportunity to enter a drawing for one of twenty $25 Nike gift cards at the end of the survey by providing your name and contact information. This information will not be connected to your responses to the survey.   
    
Your time and opinions are greatly appreciated. Thank you!   
  
 **Please click >> to begin the survey.**  
   
 *If you have any questions about this survey or the project in general, please contact Aniko Drlik-Muehleck, Project Manager with the University of Oregon’s Community Service Center: aniko@uoregon.edu or 541-286-5110*

|  |  |
| --- | --- |
|  |  |

**Part 1. Your interaction with VPFA Units**  
   
 *To begin, we would like to learn a little about your interaction with VPFA's units so we know which units to ask you more about.*

Where do you work?

|  |  |
| --- | --- |
| Page Break |  |

**Below is a list of all VPFA units and their services. Please click on *all* VPFA units with which you have personally interacted in the last year.** In the next part of this survey, you will be asked a brief series of questions about your experience with up to 5 of the units you select here. It should take approximately 2-5 minutes to evaluate each unit.   
 *"Interaction" means using a service or function provided by the unit and/or contacting someone in the unit by phone or email with a service- or function-related request or question.*

**Business Affairs:**

* **Financial Services** *Includes general accounting, reporting and analysis, accounts payable, property control, and tax accounting analysis.* (1)
* **Travel** *Includes travel reimbursements, corporate travel cards and travel advances, airfare authorization requests, moving/relocation expenses, and travel coordinator training and certification.* (2)
* **Payroll** *Includes payroll processing for all university employees, payroll guidelines and banner guide, payroll report development, and federal and state tax reporting and remittance.* (7)
* **BAO Information Systems** *Banner training, access, support, and reporting; system administration; payment card acceptance and compliance; websites and applications, including e-commerce and forms.uoregon.edu.* (4)
* **Treasury Operations** *Includes cash and investment management, internal and external debt management, and banking relationships.* (5)
* **Student Financial Services** *Includes student billing, student loans and collections, and cashiering.* (6)

**Budget and Resource Planning:**

* **BRP** *Includes annual budgetary process management, budgetary assistance for academic, administrative, research and auxiliary units, financial reports, analysis and fiscal projections, and coordination of course fees and other fees and fines.* (11)

**Campus Planning and Facilities Management:**

* **Facilities Services** *Includes work control center, custodial services, zero waste, carpentry, painting, plumbing, HVAC, locks and doors, electrical, exterior landscape, mobile equipment, and central support.* (1)
* **Campus Planning** *Includes space planning, campus planning, and real estate.* (3)
* **Design and Construction** *Includes small projects, capital projects, engineering support, construction retainer contracts, and project accounting.* (4)
* **Utilities and Energy** *Includes central plant, steam and chilled water distribution, electrical distribution, and energy purchase and management.* (5)
* **Sustainability** *Includes key campus-wide resource and partner for sustainability-centered practices, policies, and programming, and establishing metrics and tracking institutional sustainability performance.* (2)

**Human Resources:**

* **Talent Acquisition** *Includes employee recruitment and related processes (in MyTrack), international employment, and employee classification and compensation.* (1)
* **Employee and Labor Relations** *Includes union negotiations, grievance management, conflict resolution, and policy administration.* (2)
* **HR Operations** *Includes personnel actions and employment records maintenance and processing.* (3)
* **HR Programs and Services** *Includes benefits, medical leaves, employee recognition and events, work-life resources, HR service center, and Vivian Olum child development center.* (4)
* **Office of Affirmative Action and Equal Opportunity** *Includes receives, addresses and resolves complaints and concerns related to discrimination and harassment, provides guidance for and helps implement ADA accommodations, and supports Affirmative Action goals in hiring and recruitment, and through data analysis and reporting in the University's Affirmative Action Plan.* (5)

**Safety and Risk Services:**

* **UO Police Department** *Includes patrol, dispatch, security, and special event staffing.* (6)
* **Emergency Management** *Includes training and outreach, business continuity planning, emergency planning, and incident management team.* (2)
* **Environmental Health and Safety** *Includes research safety, environmental compliance, building sciences, occupational health and safety, and hazardous materials.* (3)
* **Risk Management** *Includes insurance, injury and property claims, and waivers of insurance.* (5)
* **Campus Geographic Information Systems (GIS)** *Includes custom mapping, software development, spatial data analysis and hosting, and project collaboration and support.* (1)
* **Fire Marshal's Office** *Includes fire protection systems, special event support, building plan and code review, and building inspections.* (4)

**Other administrative/auxiliary services**

* **Department of Parking and Transportation** *Includes management of parking permit sales, reserved parking, ADA parking, event parking, Columbia Garage operations, parking lot maintenance, parking enforcement and citation appeals review, Access Shuttle operations, transportation options (Enterprise Carshare, bike lockers and cages, LTD employee contract), and Driver certification.* (3)
* **Printing and Mailing Services** *Includes printing and bindery services, mailing services, copyright clearance, and fleet copier program.* (2)
* **Finance and Administration Shared Services** *Includes for specific customer units (i.e., Campus Planning and Facilities Management, Safety and Risk Services, Police, Parking and Transportation): budget and finance, procurement and contracting, accounts payable and travel, warehousing and stores, labor contract administration, recruitment resources, staff development, information Technology (IT) support.* (1)
* **Office of the VPFA** *Includes leadership on assistance with critical finance and administrative issues, Johnson Hall building support, and executive calendar management, meeting support, and triage.* (5)
* **VPFA Information Technology (IT)** *Includes for 25 specific customer units including the Clark Honors College, Equity and Inclusion, General Counsel, Human Resources International Affairs, Provost and Academic Affairs, etc.: desktop and mobile support, purchase and deployment of hardware and software, file sharing, exchange and active directory, and application servers.* (4)

|  |  |
| --- | --- |
|  |  |

End of Block: Part 1

Start of Block: Part 2 Intro

**Part 2. Satisfaction with Specific Units**   
    
*Now, we would like you to briefly evaluate your interactions with up to 5 of the units you selected. If you selected more than 5 units, 5 of the units you selected will be randomly chosen for you to evaluate. Your evaluation of each unit should take approximately 2-5 minutes. Once you click >>, you will no longer be able to return to your answers in Part 1.*

End of Block: Part 2 Intro

Start of Block: UNIT-SPECIFIC QUESTIONS

**Please tell us about your interactions with UNIT NAME. UNIT NAME includes:** [description from intro inserted here see pages 3-5]

How long have you interacted with UNIT NAME?

* Less than 6 months (1)
* 6 months to 2 years (2)
* 3 years to 5 years (3)
* More than 5 years (4)

Approximately how often do you interact with UNIT NAME?

* Once a year or less frequently (1)
* A few times during the year (2)
* About once a month (3)
* A few times during each month (4)
* About once a week (5)
* More than once a week (6)

Next, we would like you to rate your level of satisfaction along five dimensions of customer service. Please look over the definitions of these different dimensions of customer service before providing your answers.

*"****Overall Customer Satisfaction****" means your level of satisfaction with the entire experience you had receiving service. It includes your overall level of satisfaction with the interactions you had with the unit, as well as your satisfaction with the end results.*

*"****Technical Knowledge****" means your experience with the employees’ expertise in the subject matter for which they are responsible.*

*"****Communication, attitude, and professionalism****" means your experience with the employees’ ability to communicate in a clear and professional manner with a demeanor that is helpful and cooperative.*

*"****Timeliness****" means your interaction resulted in a decision or final outcome in a timely manner. It includes the ability of employees to meet your needs quickly and efficiently.*

*"****Problem Solving****" is the employees’ ability to help you find solutions that meet your needs. It includes the employees’ ability to define a problem, identify and evaluate potential solutions, and deliver a result that satisfies your needs at the end of an interaction or series of related interactions.*

How satisfied or dissatisfied are you with the services that UNIT NAME provides to customers? Please consider your level of satisfaction with each of the five following dimensions of customer service.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Very satisfied (1) | Somewhat satisfied (2) | Neither satisfied nor dissatisfied (3) | Somewhat dissatisfied (4) | Very dissatisfied (5) |
| Overall Customer Satisfaction (1) |  |  |  |  |  |
| Technical Knowledge (2) |  |  |  |  |  |
| Communication, attitude, and professionalism (3) |  |  |  |  |  |
| Timeliness (4) |  |  |  |  |  |
| Problem Solving (5) |  |  |  |  |  |

|  |  |
| --- | --- |
|  |  |

Please share any comments about what UNIT NAME does well. (Optional)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Please share any comments about what UNIT NAME can do better. (Optional)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Please share any additional comments about your interactions with UNIT NAME. (Optional)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Are there any specific employees in this unit that you would like to compliment for doing a good job?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

End of Block: UNIT-SPECIFIC QUESTIONS

**You're almost done! Just one last question...**

Thank you so much for taking the time to give us some feedback! Would you like to be entered to win a Nike gift card worth $25?

* Yes (1)
* No (2)

Display This Question:

If “Thank you so much for taking the time to give us some feedback! Would you like to be entered to win..?”. = Yes

Please provide your contact information to be entered to win a Nike gift card worth $25.  
*Your contact information will not be linked to your answers to this survey. It will only be used for the purposes of the prize lottery.*

* Name (1) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Email (2) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Phone Number (3) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**You're all done! Please click >> to finish and submit your responses.**

End of Block: Final Question