UC San Diego Customer Service Survey 2017: Department Recognitions

Chief Financial Officer

Overview

- The 2017 Faculty and Staff Customer Satisfaction Survey was open from September 25 through October 27, 2017
- 62 departments/units from 6 Vice Chancellor areas were rated in the survey
- 10,982 - 7,792 Staff and 3,190 Academic Personnel/Faculty were invited to take the survey; 3,293 (30%) responded

Customer Recognition

Customers could nominate departments they feel have provided exceptional customer service. The nomination criteria were as follows:

- **Personal Experience:** From my personal experience the department/unit/team provides exceptional customer service.
- **Effort Despite Adversity:** The department/unit/team demonstrates a real effort to improve services, despite adversities they faced in the past year.
- **Moving in the Right Direction:** I see the department/unit/team moving in the right direction to better meet my needs.
- **Absolutely Critical:** I believe the department/unit/team is absolutely critical and value-added in helping me do my job.

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<th>Department</th>
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Customer Recognition, continued

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Verbatim Responses by Department (Not all department citations included a comment)

**HDH**

I rarely have bad experiences with them - and I actually can't think of one. When I had issues with my community dining plan at the beginning of that rolling out, the managers were so helpful they came to talk to me in-person. The set the standard on training their student employees. I'd like to ask whomever is training them for best practices for our student.

Incredible work by the "unsung heroes" of campus, from catering to cleaning.

HDH has a great sense of customer service. They have woven it through their culture and it is the foundation of their work.

The 64 North team has worked extremely hard to improve its menu despite only having two cooks. They diligently and tirelessly produce quality work, which I commend.
Doug has taken on a Quality Assurance Program initiative to improve worker health and safety and food service to the organization.

They are accurate, efficient and ethical.

They always answer the phone directly without a directory or answering menu and actually return voicemails. They sound happy and are very knowledgeable, and they try to help even if it is outside of their department.

The level of customer service is always good and always with a smile. It looks and feels like they want to help.

They really work hard on their customer-service approach to help students, staff and faculty get their food quickly so they can resume their day.

The Mesa Nueva Resident Services team successfully opened 5 brand new Graduate and Professional Student Buildings, and opened North and West Mesa for UG Overflow Housing. They moved in approximately 1,500 residents and their families to their new homes. The path to this successful opening was a roller coaster. It all began with a flood in one of the brand new buildings, one month before the building’s opening date. The flood affected 4 floors and over 90 newly completed apartments. With no time to spare, the team worked together to relocate all 90+ residents. Then, due to the flood, the team was held back from entering their brand new office until 3 days before opening day. The team truly pulled together, worked extra-long hours and did the absolute best they could for their customers/residents.

Since Robert Kabrel has started in his new position, he has been a pleasure to work with. Organized, always follows up and helps with any questions.

Ivan was the chef during our Orientation programs and he would always come out to the dining area to speak with Muir staff and students about their experience. He was very courteous and encouraging, especially for our worried new students.

Joe Fejeran and his team made the summer a lot easier to get through by exhibiting flexibility and patience with the last minute changes that are inherent to this business.

The mandeville coffee cart is outstanding. Great coffee and very friendly service.

Not my needs, but students’ needs. Pines and Roots have incredible kind and helpful staff that really seem to care about improving the student’s lives.

Although they are the busiest restaurant in campus they are always looking to care for the customers and everyone staff will not stop working even when they are short staff.

I’ve just seen great strides in their efforts to really serve the students and provide an exceptional experience. Of recent, they’ve been engaging the students and staff with just such a welcoming spirit. The atmosphere is great because of them.

I have had numerous great encounters with their team. Very responsive to a couple of returns I’ve had to make with products & always consistently fantastic with customer interactions.

The Housing team has had a challenging time this year meeting the overwhelming amount of incoming freshmen demand. They have been working hard to meet the needs of the students and ensure their comfort and safety.

HDH Human Resources. Great team lead by Maragaret Nagase and her team. Always go above and beyond to assist staff to the best of their capabilities.
ITS

No matter the request, both of the departments always respond in less than an hour! I could not ask for more responsive services!

Both of these units are in "no-win" situations. To be able to remain courteous (and helpful) can be challenging. In my experience, they've done that exceptionally well.

Super knowledgeable, extremely responsive to our department needs.

Over the five years I have worked here at the University, the ACT Customer Service Analysts (particularly Lisa Schwartz and Annette Parker) have provided outstanding customer service. Immediate responsiveness, and thorough follow-through. A great team!

Very responsive and helpful team. No delays.

Every time I call or email I get an immediate response. They ALWAYS fix issues and make things better. Joe Machado, Ryan Rose, Phillip Faniola and Ted Jobson are outstanding. The students they hire are equally as impressive!

I am a project manager for ITS. Without these two groups help, my job would be 10 times more difficult.

They respond to desperate faculty at the drop of a hat. They are always right there, right away, to help. They are very knowledgeable. They have great attitudes and seem to thrive on being efficient and helpful!

The iHelp Desk Team of IPPS deserve to be recognized for the extra effort they're doing in a daily basis. They have been the front line in gathering all issues, questions, inquiries and responds to it in a timely manner be it in BFSupport, emails or phone calls. This type of services helps the IPPS Team to resolve issues with our outside customers and within the UCSD departments. Great job especially to La Donna Osburn!

They are very responsive and their ticketing system helps you keep track of things. Staff are all very courteous and knowledgeable.

I have to work with ITS on almost a daily basis on sensitive data and systems. This department has always gone above and beyond in coming up with solutions to very complex and difficult situations. We are lucky to have them. I am concerned that they will not be able to maintain this level of service because of rearranging the department and I have noticed some of the best people have decided to either retire early or have left to higher paying jobs, this is not a good trend.

Kenny Li and ITS Field support are highly respected by others from what I’ve heard, so it isn’t just me, it is who they are - they treat customers with respect and I think truly enjoy their accomplishments which is partnering with their customers to resolve issues or make things go smoothly within our division or university. It is always a pleasure working with each of them in their respective roles.

ITS Field Support should be recognized for outstanding support for multiple campus departments. The team members are always pleasant patient and helpful. They assist with a wide variety of system issues and consistently provide the solutions in a timely manner. Professionalism and knowledgeable team members make them worthy of recognition.

Might be the best team on campus with one heck of a work load that manages to get done all work well together like a well oiled machine and a tight family.

Quick, courteous, and friendly.

They are working hard to improve customer experience and needs with financial applications.
Mike Wolfe was extraordinarily helpful with setting up SDSC ITSS with UC San Diego DocuSign. I was impressed with his responsiveness and expertise. I never had to ping him for follow-ups. It only took a couple of effective work days to set up the DocuSign service and have it in a production-ready state - any delay was on my side. I am very happy with the level of service Mike provided.

The Multimedia Services team is innovating how we provide educational services on campus, from the technology in classrooms to videos that can be used to help students learn outside of class meetings. Everything they do is to improve how our students learn, and always in collaboration with faculty.

Fast response. Creative solutions to computing problems.

This team has had a tough year with the Exchange online migrations. They're working hard and have been doing their best, despite being understaffed.

The Media Teaching Lab has continued to offer exceptional services and support to faculty, students, media classes, and the general UCSD community. They get better every year. Hats off the MTL.

Workplace Technology Services Dan Michel goes above and beyond when it comes to providing updates if there are any delays, which really don’t feel like delays since he is able to complete most requests within a day. He is patient during implementation, no matter how many iterations we throw at him and his support is truly valued by our team. Alisa Becker is a great resource and did a fantastic training on the new CMS. Business Technology Services Rob Klima has supported our group from the beginning with the implementation of Salesforce and is always extremely responsive and helpful. He is thorough and thoughtful, and is overall a pleasure to work with. He and Martin Krolik always keep our team up to date with all the changes that might affect us and it is greatly appreciated.

All my phone needs are always met with a professional attitude.

Payroll

We have summer fellows that come in for 10 weeks to learn psychiatry and we gave them a stipend. They were helpful in making sure that the stipends were paid and suggested direct deposit, as these fellows come from out of town, which helped immensely.

All of Payroll is wonderful! I haven’t ever had a bad experience with them. I want to acknowledge Nini Cruz, Loida Alberter and Gloria Poon as being above exceptional. They have always provided top notch, dependable service. They go out of their way and are always professional.

Gloria Poon has been very helpful along with Norma at the front desk.

George Gomez, David Smith, Loida Alberter, Gloria Poon are the people I talk to very often. They are all quick when I need their help and provide me the most accurate and helpful information and instruction.

While there have been many errors and funding adjustments from core departments that Payroll has had to fix, their team is always friendly, helpful, knowledgeable, and efficient.

The employees in Payroll are extremely knowledgeable and customer service centered, I feel that they consider themselves a partner when helping resolve an issue.

Timekeeping and Glacier are two things I do and the people I work with are great and helpful.

They continue to try their best to meet customers need.

Best employee I’ve dealt with at UCSD in my 13 years here.
The two people I feel most comfortable contacting for my questions are Gloria and Loida - always helpful to me and to others.

The complexities involved in accurately processing worker's comp and leave of absences alone are enough to demonstrate the superior customer service, but when one includes retirement and other benefit issues that are back end processes along with normal payroll, then the entire team atmosphere in Payroll takes on an influential and supportive role.

Gloria is very knowledgeable and is easy to reach via phone. She has often answered questions that were outside of her area. I have sometimes called Gloria when the person who should be answering the questions was not available/responsive. If she isn't able to answer the question, she usually knows who can.

Gloria is always very helpful - and saves the day. This is critical if you screw up someone's paycheck - Thank you Gloria.

**Catering**

Becky in room scheduling has always gone above and beyond helping me find a room for a meeting, she's always so helpful and courteous.

The UCSD catering team has great customer service and their delivery team is always helpful and positive.

They are always timely and it's been incredibly easy to organize smaller events to larger-scale events. The staff has also been great and very easy to work with.

Everyone I dealt with always responded promptly, courteously, and accommodated all of my requests. They also provided suggestions to better improve my events. All of my interactions with them were professional and pleasant.

UC San Diego Catering offers relatively affordable catering, and has been very helpful in organizing catering for several events held by the campus association that I am a part of.

As an event specialist, I hold many functions and meetings on campus. UCSD catering has provided great and prompt customer service not only in unique food choices, but linen as well, which has saved me some money.

Part of my additional duties at work is setting up meetings and UCSD catering makes it so easy.

Everyone we've dealt with at Catering - sales, chefs, the servers - has been great.

This group of individuals are awesome...They are very professional and helpful.

Vanessa responded by phone call so that she could best explain what they were doing with the Winter Holiday menu. She could have just replied by email. But by calling she was able to answer all my questions with ease.

**OPAFS**

The new e-FSR tool will save time, increase accuracy, and streamline the process. It was a huge upgrade over the old system.

Award Accountant Marissa Goyette and her supervisor Marissa Yessis provide excellent customer service and at a very quick turnaround.

Very knowledgeable staff and friendly.
The OPAFS department has greatly improved! They provide the department with trainings on a regular basis, throughout the year, which is so helpful to new research assistants and old RA’s. The staff I work with are exceptional!

They've had turnover, but haven't skipped a beat. Every time they come back stronger. Their customer service is above and beyond. On the day the sun doesn't rise and the underworld freezes over, OPAFS will still be there. Meg Felando in particular is the perfect blend of knowledge and customer service. She is a friendly super available expert that we couldn’t succeed without.

**Human Resources**

Davyda Johnson was very thorough and helpful during my onboarding and responded to/quickly resolved some minor issues that arose during my first couple of months with the department.

These employees demonstrated creativity in problem-solving and a commitment to high-quality service.

Millicent Scott is one of the HR team that runs a "How to Get Hired" workshop for people looking to get hired at UCSD. She also meets with individuals to do resume reviews and provide additional guidance. Since this university is so large, it nice to provide that additional support because it's easy to get lost in the shuffle.

Any issues I have had with employment, payroll, trainings, or not knowing who to contact for a particular problem, I can ask Rexanne or someone else in the department and be sure to receive a quick response and a solution to the issue, or at least guidance in the right direction.

Every team member answers my questions and respond quickly to my phone call and by email.

The small, 3 full-time staff and 3 part-time student staff Student Life HR Team processed over 500 + student hires alone. They are always available and willing to help no matter the work load or priorities on their desks. I believe they deserve special recognition for all they do and have done over the years.

The workers' compensation department has wonderful customer service. The department ensures patients are getting the services they need.

I really appreciated Kim Musser's assistance when I went on Maternity Leave! Her help to navigate the confusing leave process was much appreciated. She was always available to answer questions and very pleasant to work with.

The NEO staff team-- they do a great job of welcoming new staff, asking great questions to engage new staff and explaining important UCSD information in a clear, professional manner.

**FSAP**

I would not still be working at UCSD if it were not for FSAP. The program has helped me navigate some very difficult workplace challenges in a very positive and effective way. I am forever grateful for their services, especially for Dr. Greene. She is an amazing and integral member of the FSAP team. Words cannot express my gratitude!

They have a great team that offers so much to improve our community here at UC San Diego.

I am fortunate to work in place where personal help is available. Not just to improve for work but to assist in personal, mental and emotional crisis. Thank you for all your help.

Having on-site counseling available for all staff and faculty is amazing. The university is made up of human beings and in our humanity we are imperfect, there are times we all need support. A service like this recognizes that and in
a small way provides understanding & compassion within a structure that tends to be bureaucratic and distant by nature.

FSAP needs special recognition because they help assist in keeping Faculty and Staff in a great mental state. This helps maintain a positive reinforcement for the entire campus as well as for the family members and friends associated with them.

FSAP provides crucial support to the faculty and staff on campus. Considering the stress caused by the recent spate of campus shootings, they have done a wonderful job! Their counseling services have helped many of my coworkers get through stressful situations that might otherwise have resulted in their going out on stress-related disability. The training they provided to my department has helped supervisors learn how to communicate with troubled employees, and they have taught staff how to defuse emotionally charged situations.

TES
Breanne Topper is just amazing. Easy to get in contact with, answered all of my questions, and makes me feel like she has my back.

TES helped me during my time as a temp and UCSD is great in helping temps transition to full-time employees.

Support me to be on track with all required documentation. Review documents promptly and efficiently.

TES Special team helping the university and people connecting together for a great work team to provide an overall talent that is needed by student and staff.

TES has worked with me directly overcoming difficulties not foreseen. Always keeping me informed of any openings available.

Travel
Bernadette Han, exceptional service and keeping focused on UC San Diego's Mission and VisionTravel - the enhanced Connexxus site is awesome Trade Street - they didn't miss a beat with the flood and we didn't experience any delays.

The service I received this past year went beyond what I expected. Thank you! The new Connexxus website, the knowledgeable travel agents, the turnaround of reimbursements. All have improved greatly.

Travel is being approved faster and questions are getting answered faster and in a more complete fashion (in spite of BFS tickets)

Travel Department for the amazing amount of campus wide travel trips processed. Whenever there is a question about a certain departmental trip, they answer quickly and very friendly.

Cashier
The Cashier's office was added to our overall process late last year for check payments. Ever since the transition from OCTA to Cashiers, I see that they were able to accommodate to our needs to make sure we got what we needed.

Always friendly and helpful. When I have questions, they always try their best to help me out.
The staff at Cashier are always able to help with issues and to make changes when our department managers make mistakes using the CDS system.

**Employee Relations**

Chris DeSauniers is always super helpful and knowledgeable, plus he always responds very quickly. Almira Henson really helped by stepping in when my previous e-mails were being ignored and she helped me get my issues resolved. Although the department is over utilized, they still provide the best service possible.

Provide excellent information.

Terri Winbush and her staff do an amazing job.

**Benefits**

After the loss of many long-term employees, I have been extremely impressed with how the new representatives are handling benefits inquiries on what seems a skeleton crew. The attention to detail paid to each inquiry is high and correspondence is promptly returned not just with any answer but with the right answer. These teammates are working hard and deserve to be recognized.

Anna and Debra had to bear the burden of some VERY bad decisions made by people way above their pay grade. They did it professionally, they did it well, and most of all, they CARED.

The orientation for benefits was VERY helpful, more helpful than any benefits orientation I've ever been a part of. They were all very knowledgeable and helpful in helping each individual choose the right plan.

I am thrilled to see there are so many different ways to work at UCSD. From reducing work hours to telecommuting.

**Accounts Payable and Payment Services**

When one considers the number of staff who retired/moved to different positions, this past year, the remaining staff must be commended for supporting our entire Campus. In addition, there must have been staff on vacation or unavailable due to illness. This reduced the workforce even more. Despite this difficulty, the IPPS Staff managed to process the requests and remain helpful and friendly.

The staff who pay the University’s bills are under tremendous pressure. IPPS exists because of some very innovative staff in Disbursement/Travel and other payables departments. I first experienced paying invoices in a paper environment. However, due to the innovative culture at UC San Diego, in less than ten years, IPPS was born. YOU GUYS ARE FABULOUS. Thank you for making my professional fiscal duties so much easier!!

I think the new Payment Compass is a great step in the right direction to help staff look into payments for vendors that call them directly, or to have the vendor go to for information. They are working hard to keep things updated, and process invoices in a timely manner. They are doing a great job with dealing with really old invoices that were never sent by the vendor to get them paid right away.
Mail Services

Homer in mail services is awesome! Also the staff at the Thornton/Jacobs cafeteria are the best. They take great care of everyone and are a joy to see every day.

I have only used the department once. I was waiting for something very important that had been mailed to me without the Mail Code on it. I really needed it by a particular day. One of the gentlemen from the mail department personally brought it here to my building from campus!!

They deserve some recognition for all the hard work they do. Passports and Postal center provide great customer service. Mail services and Student mail the campus could not do without! Thanks for all you do!

They are very responsive and knowledgeable.

Lourdes Rivera was very helpful in processing my passport and in explaining documentation needed for a rush job.

SBS

Tracy is very good about clearing up questions I have with accounting issues or invoices.

Tracy Stutts, Cynthia Delaney and Guadalupe Ramirez; Great coordination and communication between my department, student services center, cashier and bfs general accounting when handling incoming wire payments and accurate and immediate accurate application to ISIS accounts. With me, communication means everything. After that, accuracy. Then comes Speed. This team excels at all 3.

HDH, Club Med

I frequently go there for lunch and all the workers are very courteous and do a great job. Custodian: The custodian who works on BSB 4th floor, Ruby, is friendly, a hard worker and keeps everything clean.

There are several employees in this unit who brighten up my day. They are always greeting each customer with a warm smile and positive demeanor. They are upbeat, personable and open to connecting while staying on task in preparing meals for their customers. While there are desires I have for variety and options at ClubMed, the staff I would not change one bit! They deserve praise and accolades for the way they connect with their customers and shower joy upon the dining experience.

Retrieving lunches at Club Med is part of my daily work task and it is always a pleasure to get to go to Club Med! The staff, especially Maddie, is always friendly and helpful. I look forward to seeing them every day!

Staff Education & Development

Great presentation!

The team was very helpful during the LMS upgrade and responded quickly to questions while providing great customer service.
TAOS

I am appreciative of Tim Lucas’s efforts as a talent-placement specialist, in linking me to an appropriate skill-matched job in Annual Giving.

They develop great tools and really listen to their customers.

Paula Soder (Operations Manager, HR) created an Access Database, which has significantly streamlined and facilitated our office’s efforts to track and report background checks for the University. Prior to this database, we were using Excel spreadsheets.

Compensation

Great work with Career Tracks!

Melody Chiles is always patient, helpful, knowledgeable and efficient. She is a superstar.

They have done an excellent job getting us through Career Tracks. The have also improve the level of service moving from a police approach to a team approach.

HDH, Maintenance

I always see the workers going above and beyond their job descriptions trying to provide the best service possible.

The staff of this department is always working provide the best customer service every day of the year for staff, students, and summer event guests.

From what I have experienced they do a great job of completing and tracking maintenance requirements (specifically when it comes to life safety components of the buildings). I believe other maintenance departments could learn from how HDH is handling their building maintenance work and documentation.

Marketplace

Though the technology staff is more business oriented, they are very knowledgeable even in the technology. They work with us, ITS, hand to hand, to come up with innovative solutions that benefit the campus. Though they’re overloaded with work, they seem to get everything done and with a wonderful attitude. We enjoy being partners with them.

They prompt email notification of all orders receiving and deliveries makes you informed all the time. Best service ever!

I can call Marketplace instead of wasting my time doing BFSupport/ASK for a simple question. Nate is always helpful, cheerful and does whatever he can to help. This is a rare quality these days.

Network & Telephony Services

The customer service is exceptional!
I recently transferred to Campus and I had to contact IT/Help Desk in few occasions for assistance. They have always been very helpful and have taken care of my needs in a timely manner. I really think they provide excellent customer service.

Although they aren’t mandated to assist persons using MSDOS machines, they went out of their way to help us with our personal computer issues. Eventually, security concerns led to a replacement with a MAC (satisfactory to me, not so much to my coworker). They are always prompt to respond. Although the issue with our phone set wasn’t resolved completely to our satisfaction (see response in earlier section of survey), this was campus, not departmental, policy.

Disability Counseling & Consulting

Without the backing of my counselor from this department I don’t think I would be able to be successful here. He makes sure that the accommodations I need for my disability are met, and is always easy to get a hold of whenever an issue arises. He also provides much needed support when it comes to dealing with supervisors who don’t quite understand my needs.

Disbursements

Stephanie Wallace retired. She provided excellent customer service and went above and beyond for our time-sensitive requests. We hope to identify another liaison in IPPS to assist with future requests.

IPPS

They have rolled out a number of new programs that make life so much easier for me. I think MarketPlace has improved, Travel is easier, and Payments are more timely (for the most part.) Sometimes I think a Payment languishes a little too long awaiting approval at the IPPS level.

They have been nothing but helpful with our internal department during the emergency flood that occurred at the Trade Street warehouse. The amount of help and sacrifice IPPS deployed to our warehouse during the emergency was outstanding. Even going so far as to dedicate full time employees to serve and assist with our team for the 3 months it took to get moved back into the warehouse was above and beyond the call of duty. My department was looked after and treated as a priority in all aspects of relocation and IT requirements to the extent that even with only 1 employee present during the week of the flood we were able to stay open and active to service the campus. We did not have to shut down for a single minute during the emergency and aftermath due to the efforts of IPPS and their staff.

Messenger Services

Kevin is very helpful and the rest of the messengers that comes by our office. Imprint Services - Rae Gomez is very helpful and easy to talk to! Cashier’s Department - Larry Angel, he is always helpful.

Alyssa in Copy Service and Kevin in Messenger Services provide excellent service consistently. I could not do my job without them! I appreciate them and their support very much!
Procurement

Despite a horrible marketplace system and horrible experience with BFsupport, both Denise Medaris and Patrick Little remain consistent with IPPS. Both are thorough and knowledgeable. They both know the history, can anticipate any unforeseen problems and don’t mind if I come directly to them for assistance (instead of going through BFsupport).

Shout out to Ayesha Lieke who consistently responds to requests via email, phone, ask for herself and other people on her team.

Receiving and Distribution

The Receiving & Distribution Supervisor at the University of California, San Diego Integrated Procure-to-Pay Solutions center should be recognized for their services and improvement towards their staffs. They are always under pressure to deliver. Everyone wants their packages delivered for their projects. Yet they maintain a very cordial attitude and they work with the customers to help us do our job as well.

Equipment Management

Jamie Wheat and Dan Clipson are always top notch when it comes to customer service. They are always willing to help out however they can to make my job easier. Great job guys!

Express Card

Express card is down to one manager, a partial temp, and starting to cross train someone. Considering this card has over 10,000 transactions a year and 3,000 cardholders I would say they are doing an outstanding job.

OSI

Office of Strategic Initiatives is pretty awesome and such a huge help to campus departments on strategic development and efficiency.

SPARCM

The SPARCM development team should really be recognized. They are working on a tool that will make sponsored award management possible and efficient in a distributed environment. SPARCM is a long-term project that has already provided significant benefits. I don't know about any adversities the team may have faced this year. I do know that bringing sponsored research award billing into a managed environment where process control may be applied will only improve on the collections process. Put another way, it will improve cash flow from sponsors!

Trade St

I think the two leaders at Trade St. have created a great work environment and culture. Gisella Higgins and Robbie Jacob. My role here is a small part of the operation. They have both treated me with respect and given me any
support and training I need. I really enjoy working for them. Robbie was amazing getting us through the flood and Gisella did a great job bringing Track and Ship on line.

Persons Mentioned Two or More Times

Anna Calhoun
Annette Parker
Breanne Topper
Debra Wells
Jonathan Whitman
Kenny Li
Leyhda Acol
Lisa Schwartz
Marissa Goyette
Marissa Yessis
Melody Chiles
Teresa Omelas
Tim Morse
Ahren Crickard
George Gomez
Gloria Poon
Loida Alberta