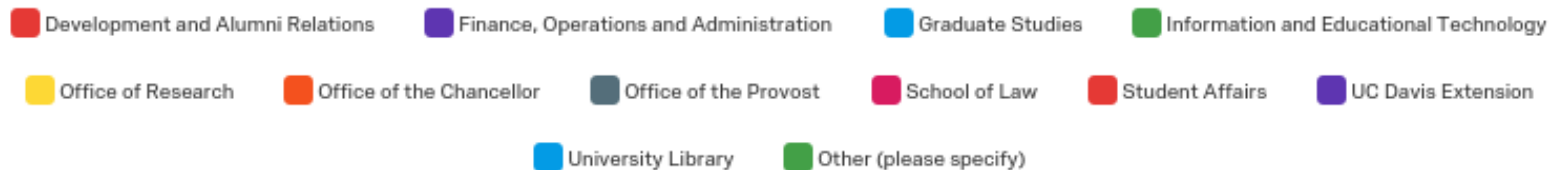
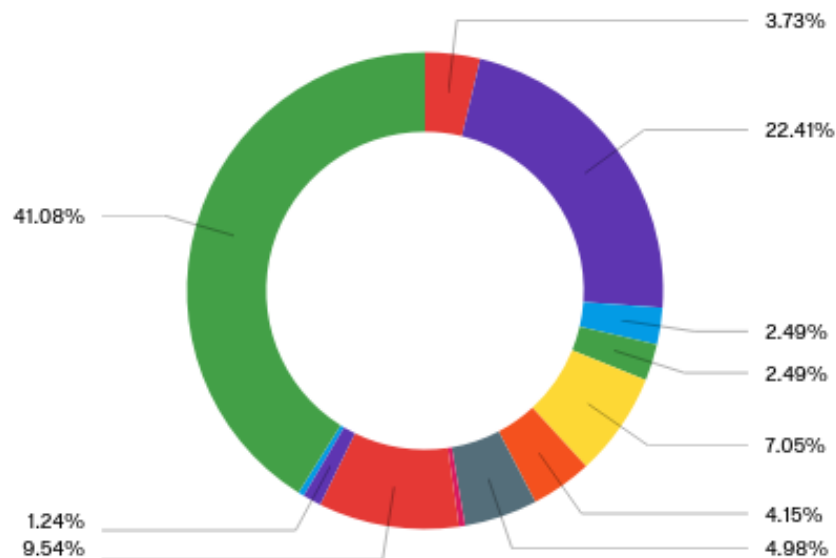


Shared Services Organization (SSO)

Q3 Quarterly Survey
Feedback and Results
2018

Q1 - What Division/School/College are you a part of?



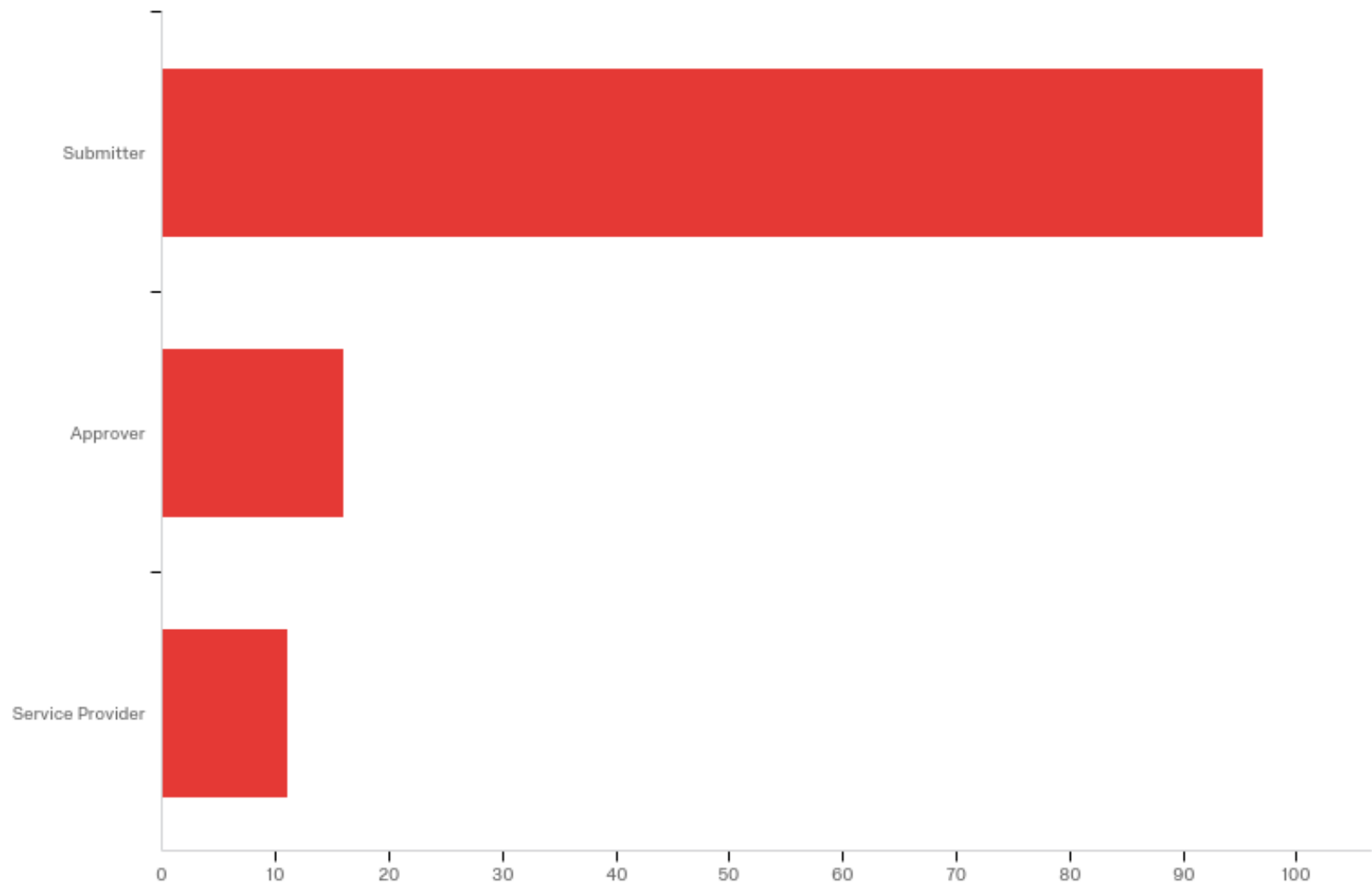
Q1 - What Division/School/College are you a part of?

#	Answer	%	Count
1	Development and Alumni Relations	3.73%	9
13	Finance, Operations and Administration	22.41%	54
2	Graduate Studies	2.49%	6
3	Information and Educational Technology	2.49%	6
4	Office of Research	7.05%	17
5	Office of the Chancellor	4.15%	10
6	Office of the Provost	4.98%	12
8	School of Law	0.41%	1

Q1 - What Division/School/College are you a part of?

#	Answer	%	Count
9	Student Affairs	9.54%	23
10	UC Davis Extension	1.24%	3
11	University Library	0.41%	1
12	Other (please specify)	41.08%	99
	Total	100%	241

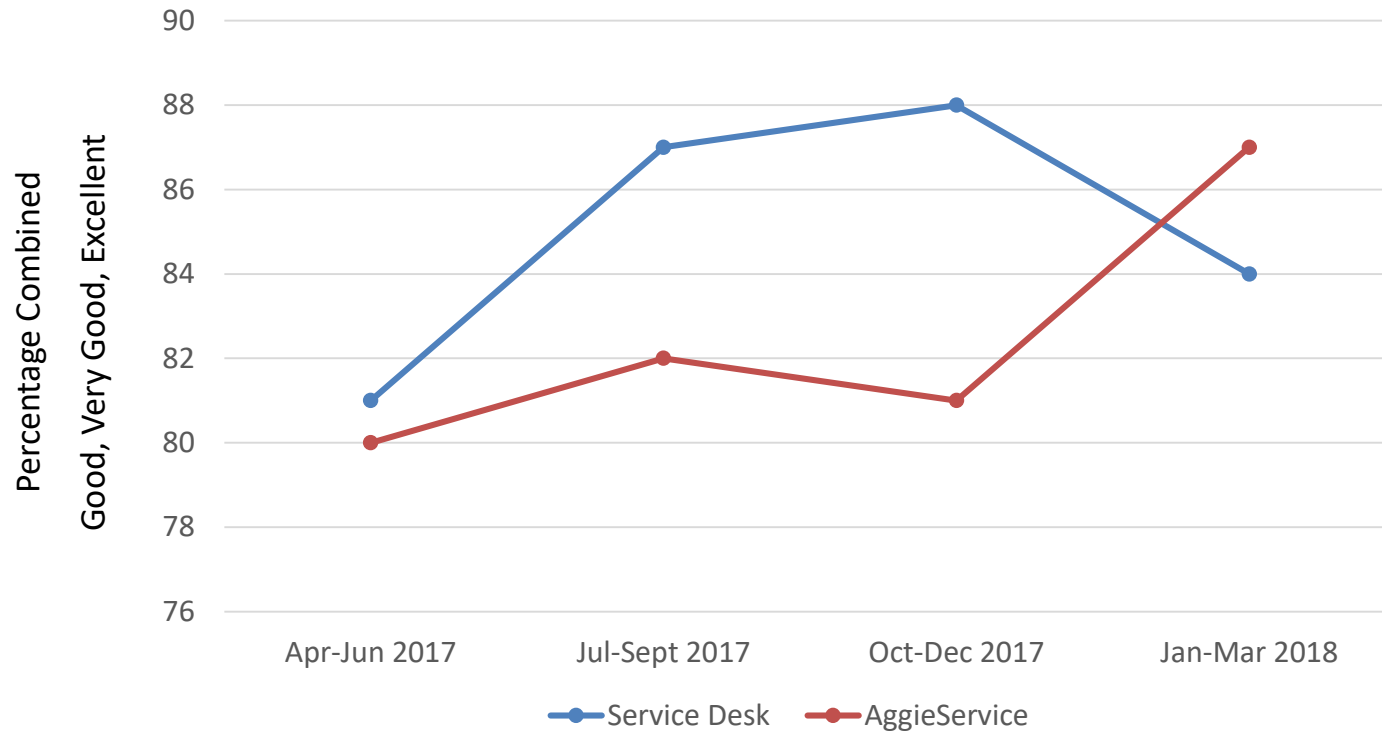
Q40 - What type of AggieService user are you? (Please mark all that apply)



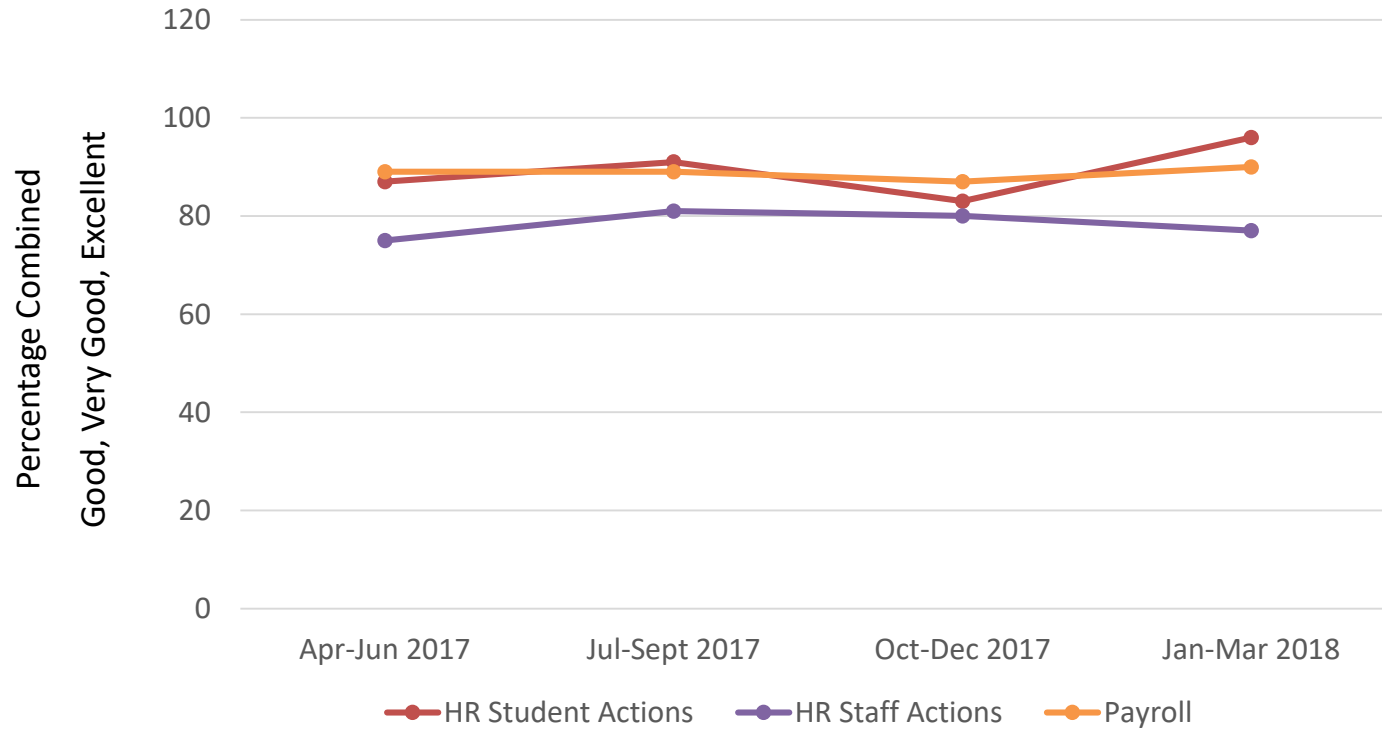
Q40 - What type of AggieService user are you? (Please mark all that apply)

#	Answer	%	Count
1	Submitter	78.23%	97
2	Approver	12.90%	16
3	Service Provider	8.87%	11
	Total	100%	124

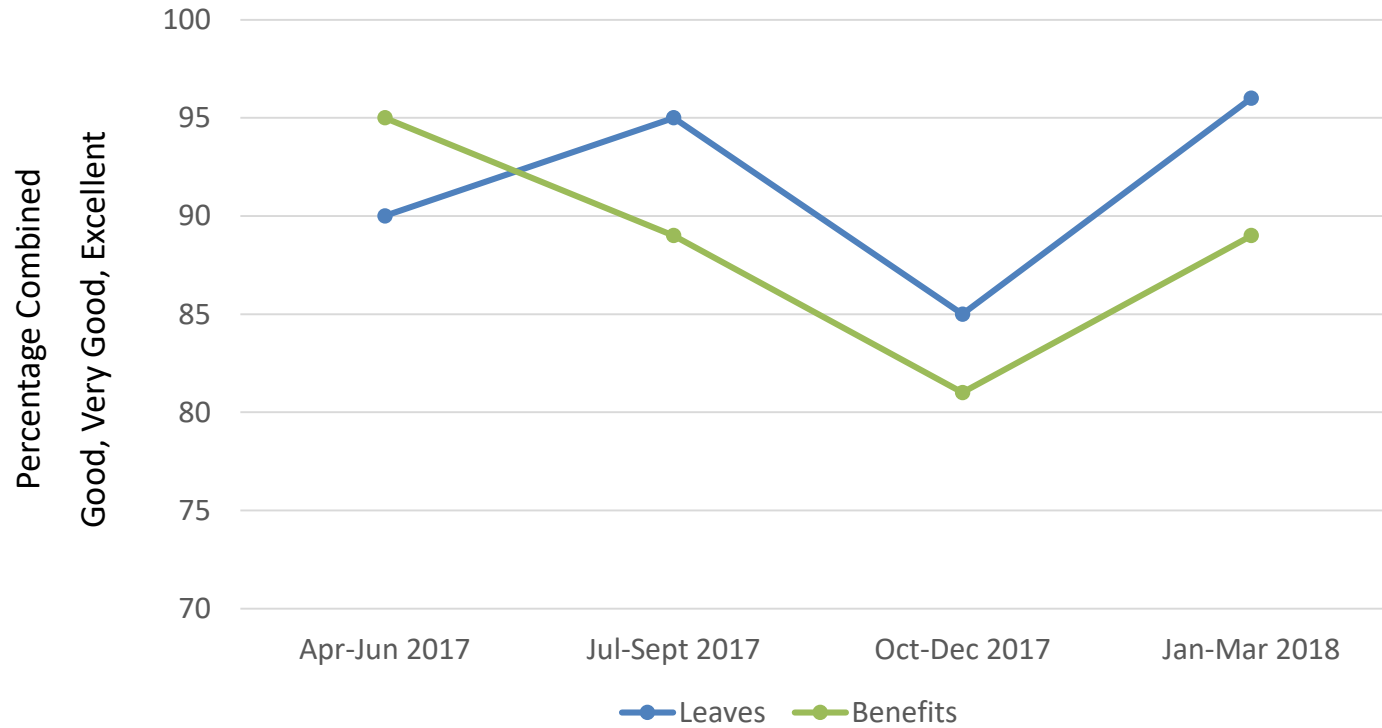
AggieService and Service Desk



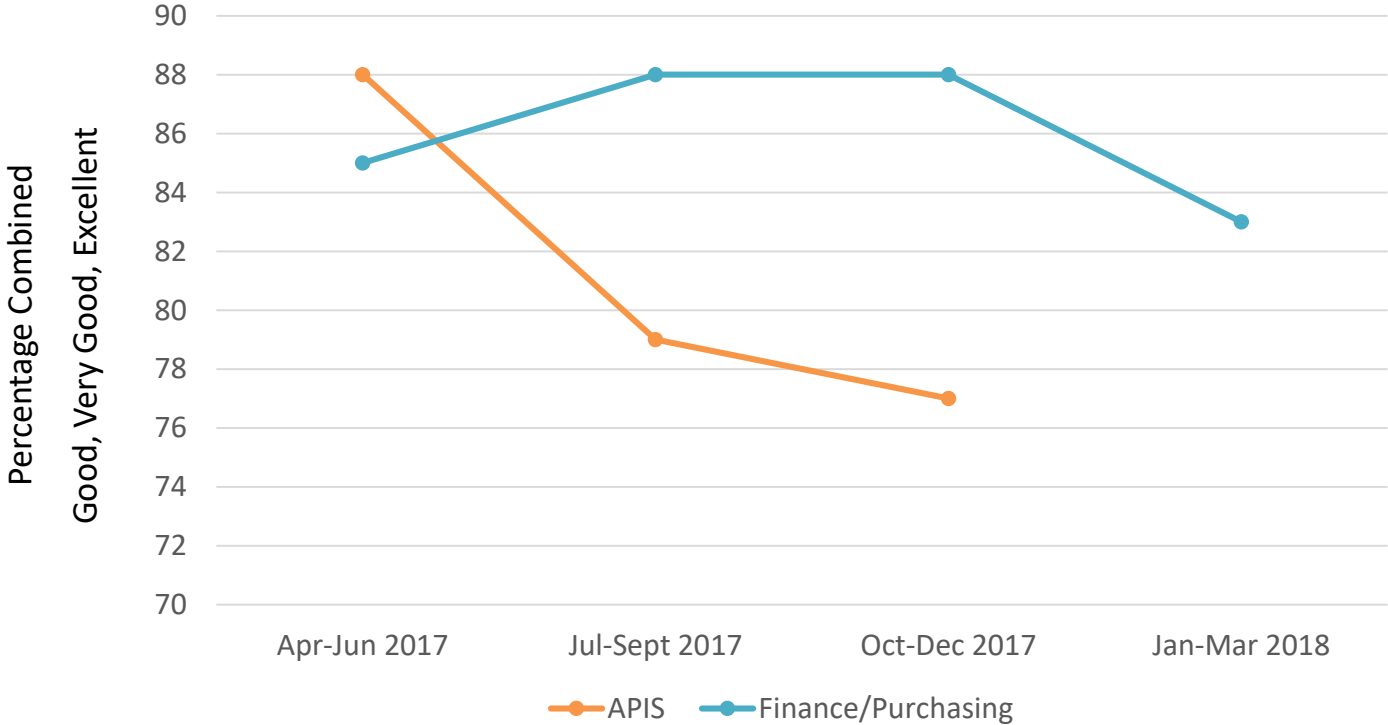
PeopleServices / HR & Payroll



Leaves and Benefits



Finance / APIS & Purchasing

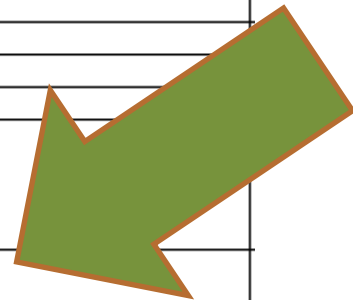


Common Themes	Survey Feedback	Tools and Feedback Implementation
Doing Well	Less errors, process becoming easier	
	Increase knowlegebase, process documents and best practices	
	Seeking feedback on how to get better	
	Obtaining required information from clients	
	Customer service	
	Consistently trying to improve	
	Timely response, quick to get back	
	Efforts have made an impact - Improved customer service levels and wait time	
	Increased communications	
	Moving in a positive direction	
	<i>Consistent improvement feedback</i>	
	<i>Continue level of customer service, guidance in-line with what client needs, continue with process and outreach communications throughout case. (i.e. reminders)</i>	
	Management is approachable, interactive, knowledgeable	
Processing Time	<i>Timely Follow-Through</i>	Dashboard metrics to reflect SPAs OPP Notes, Communications in case, case comments.
	<i>Report a Problem Cases</i>	Expanding analysis - Service Desk standardized reports
Policy	<i>Deeper understanding of policy / resources</i>	SSO-HR Website Migration (Policy Links)

Implemented

In Progress

Action Needed

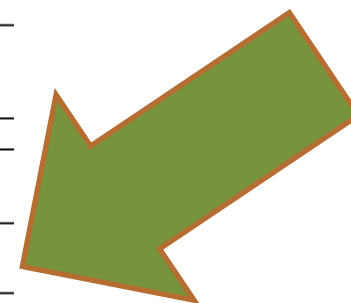


Processes/Workflow	<i>Leaves Service - Responsibilities within partnership</i>	Supervisor Tool - Denotes client responsibilities
	<i>More help with new staff (i.e. new hire)</i>	Internal SSO functional area trainings - SD & SMEs can identify clients who need help/training. (i.e. Forms training.) Focus areas: Payroll, recruitment, finance.
	<i>Department level work (One point person at the dept. level to avoid duplication of efforts and delays/confusion in workflow). i.e. non-SME submitters</i>	
	<i>Understanding of the "Next Step"</i>	AS Knowledgebase Articles - Recruitment, Finance, all case types
	<i>Status updates/steps in process - non notifications</i>	SPA integration into AS (UAT-Question, Report a Problem)
	<i>Inconsistencies in processes</i>	Knowledgebase areas of focus
Communications	<i>We're taking concerns seriously and improving communications on campus overall</i>	SSO Briefing, implementation matrix, council mtg. attendance/presentations
	<i>Clients feel heard</i>	Quarterly Survey / Implementation matrix
	<i>More opportunities to hear what SSO does</i>	Roadshow at Council Meetings, (case study/success stories)
	<i>Status between partnering efforts</i>	Reports-SPAs, (where case is at end-to-end)
	<i>Recruitment status updates</i>	Partner Workgroup (Similar to Leaves)
	<i>More Outreach</i>	Weekly Check-Ins (oppts. To get more specific feedback, what are the needs?)/ Internal SSO functional area trainings
	<i>Communicating submitter mistakes better</i>	
Staff Knowledge, Customer Service	<i>More knowledgeable service from the service desk</i>	Internal trainings, identifying expanded tier 1 support (i.e. TRS assignment reports)
		Holistic onboarding experience - phase 1 Docusign
		Case studies/success stories,
	<i>Promoters / Develop Client Advocates</i>	

Implemented

In Progress

Action Needed



AggieService	<i>Feedback results</i>	Jira tickets and prioritization (HR & Payroll Forms)
	Article Requests: Recruitment and Transfers (From another UC), FAQs	AS Knowledge Articles (Article request form), all case articles
	Submitting tickets can be a lengthy process	Monthly On-Campus Offerings / Beyond the Basics
	Service provider training needs	
	Areas of focus & new staff/client needs	
FOA Survey / Primary Opportunities		Weekly Check-In's (incorporate partners) / Ambassador Meetings / Internal functional area trainings
	<i>Understands needs and requirements</i>	Partner Workgroups, expand on customer relationship
	<i>Provides effective advice, guidance</i>	
	Resolves problems effectively	

Implemented

In Progress

Action Needed

