

Business Operations & Public Safety						
Customers	Financial Services	CMS	VPAdmin Office/Auditing	Strategic Planning/QI	Risk Management Services	Facilities Services
Customers Students Employees, Faculty/Staff Community Visitors Others: Vendors/Criminals	Customers Students/Vendors Organizational representatives (Depts, Cabinet, C.O. Auxiliaries) Government Agencies (State, Federal, C.O., NCAA)	Customers Staff Faculty Students Chancellor's Office	Customers ABA Families Executive Administration Chancellor's Office Community Organizations	Customers ABA Staff Executive Administration Chancellor's Office	Customers All Faculty & Staff Students, Auxiliaries & Community Regulators	Customers Students Faculty/Staff Visitors of Programs/Events
Expectations	Expectations	Expectations	Expectations	Expectations	Expectations	Expectations
Students Safety Service/Responsiveness Fairness/Equality Accessibility Communication <i>Employees, Faculty/Staff</i> Safety Service Priority/Recognition Access Communication <i>Community Visitors</i> Communication Safety Access Fairness/Integrity Friendly helpful staff environment	<i>Students /Vendors</i> Accurate Information/Consistency Responsive Communication Courtesy/Respect Promptness , in/out quickly Easy/user friendly processes <i>Organizational Representatives</i> Accurate Information/Consistency Responsive Communication Courtesy/Respect Promptness , in/out quickly Easy user friendly processes Expert advice Training/Problem solving <i>Government Agencies</i> Accurate Information Responsive communication Courtesy/Respect Promptness in/out quickly Compliance	Responsiveness Accuracy Customer Service Advising Tools Computer friendly/ease of use training Completing Milestones	Good Communication Approachability Integrity/honesty Customer Service Leadership /follow through Professionalism Politically Astute Knowledgeable /in the know Accountability Compliance with laws & regulations	Leadership Process/Service Improvement Expertise/Professional Knowledge Knowledge Sharing Value added initiatives & strategy Realistic Deadlines Facilitating Change	Faculty & Staff Answers to Ques. (direction/interoperational) Policies & Procedures that are accessible and easily understood Quick , accurate, professional responses A sense of security & protection Hazardous waste disposal (legal) <i>Students, Auxiliaries & Community</i> Answers to Questions (direction/interoperational) Policies & Procedures that are accessible and easily understood Quick , accurate, professional responses. Insurance coverage Campus Accommodations Student Project guidance/approval <i>Regulators</i> Documentation Training Compliance Programs Trained employees	Students Safe & Clean Environment Facilities are comfortable (heated or cooled); well lit, suitable noise levels Accessibility to roads, parking, disabled access, campus is easy to navigate, i.e., signs, maps All facilities are functional; equipped with computers, projectors, white boards, etc., clean restrooms that are properly supplied. Social nodes ; environment conducive to student gatherings <i>Faculty/Staff</i> Responsiveness Respect Information ; notification when events happen or will happen Space is comfortable, well lit, accessible, functional, safe, clean, etc. Restrooms clean & supplied, hot water Cutting edge technology <i>Visitors of Programs/Events</i> Aesthetically pleasing Way Finding System Clean & Safe Functionality Parking

Customer Service Worksheet Results
 Management Council Meeting
 October 16, 2006

Business Operations & Public Safety	Financial Services	CMS	VPAdmin Office/Auditing	Strategic Planning/QI	Risk Management Services	Facilities Services
Strategies	Strategies	Strategies	Strategies	Strategies	Strategies	Strategies
Discuss customer service continuously in staff meetings Lead by Example Recognize/Reward Performance Selection of candidates with good attitudes Express expectations, evaluate results (performance evaluations)	Training/Cross-Training/Professional Development Proactive communication, information dissemination via Web, Town Hall Meetings, e-mail, Bulletins, BART, etc Email, phone & interpersonal etiquette Foster creative climate in Financial Services and reward exemplary behavior Clarity and hold to priorities	Technological Improvement Data Warehouse Customer Service Link My Sac State SLA's	Continue providing information through ABA Governance structure Marketing through personal contact, web, expanded community involvement and promoting Destination 2010 Consistency in presentation of material (use templates) Promoting top down communications	Clear, simple communication that explains Balanced Scorecard concept and benefits Integrate strategic plan into everyday workload Work with leaders and council to develop priorities Increase staff knowledge	Regular Staff Meeting agenda items emphasizing customer service tactics (phones, handling problems) Stay organized to furnish information through websites, databases, space allocation, Learner Web, In-House Database, BCP database and others. Face to face contact with customers, regular & impromptu. Proactive Information dissemination: Public relations, (bulletin, etc); status reports, training reports, stats to key leadership, annual reports Interface with Regulators: enforcement level, non enforcement level, participation in local organizations, attend regulator-sponsored training	Funding Develop the plan Responsive to customer feedback (needs) Identify bottle necks & reduce same Attitude training (create a desire to be helpful)
Assessment						Assessment
Periodic Survey Establish Benchmarks (Baseline) Training Reinforce Strengths (SWOT Analysis) Improve weaknesses Balanced Scorecard						Customer Survey will be invoked by November 1, 2006 SWOT Analysis annually from survey and other info Perform more walkthroughs (managers & directors define frequency, assign Bldg managers) Periodic interviews with Deans, Dept. Chairs; Vice Presidents Visit classes to check on functionality, assign based on something to be developed Maybe redo pit stop