



**SERVICE
CENTER**

Service Satisfaction Survey and Statistics

2019

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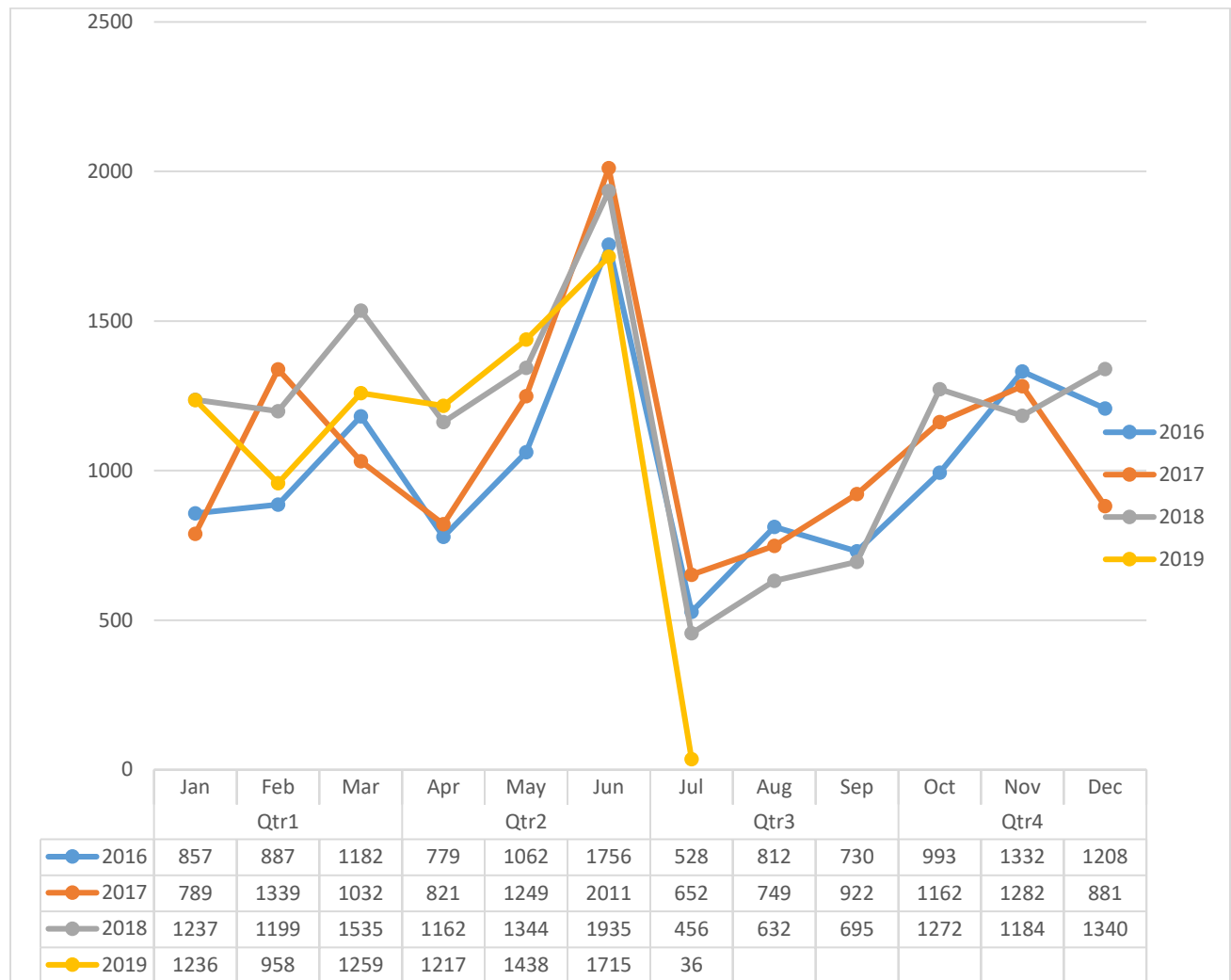
Transactional Statistics

Procurement Cards

Department procurement cards, or p-cards, allow departments to make simple, micro-transactions (below \$5000) for goods and services. The Service Center monitors card usage for appropriateness of purchases and fraud, redistributes expenses, and documentation approval and storage.

P-card processing in the Service Center is done by 2 FTE.

For this area we monitor transaction processing annually. For FY19, this represents a decline in transactions by 5% over FY18. However, the total, 13402, is the second highest amount in a five year period.

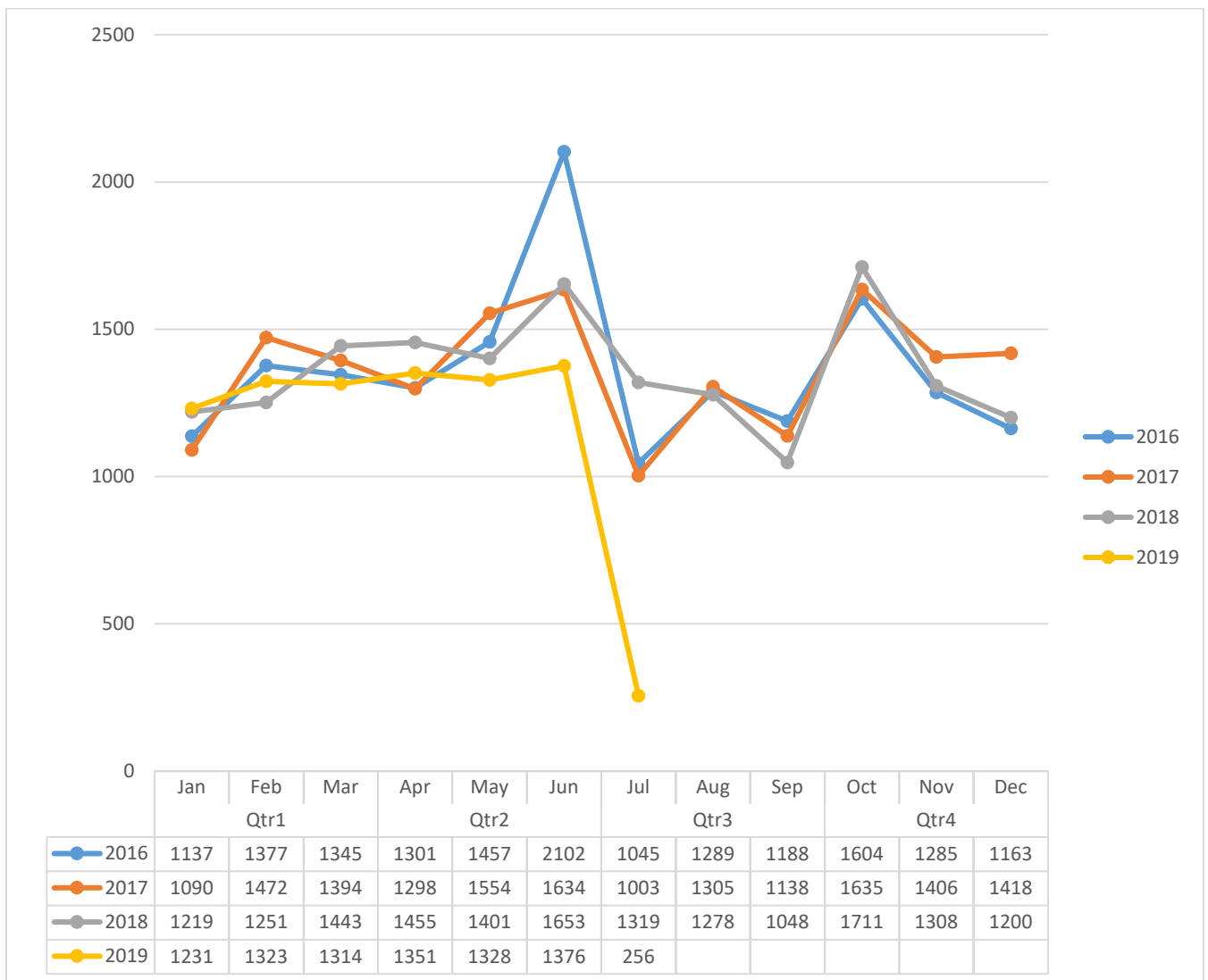


Invoices

Invoices issued for goods and services by third parties for the benefit of Southern Oregon University are paid through the Service Center. The Service Center collects approvals, review invoices for accuracy, enter into Banner for payment, and store documentation.

There are 2 FTE processing invoices.

For this area we monitor transaction processing annually. FY19 saw a 3% reduction in invoice transactions, which brought FY19 numbers (15787) in alignment with FY17 numbers (15817).

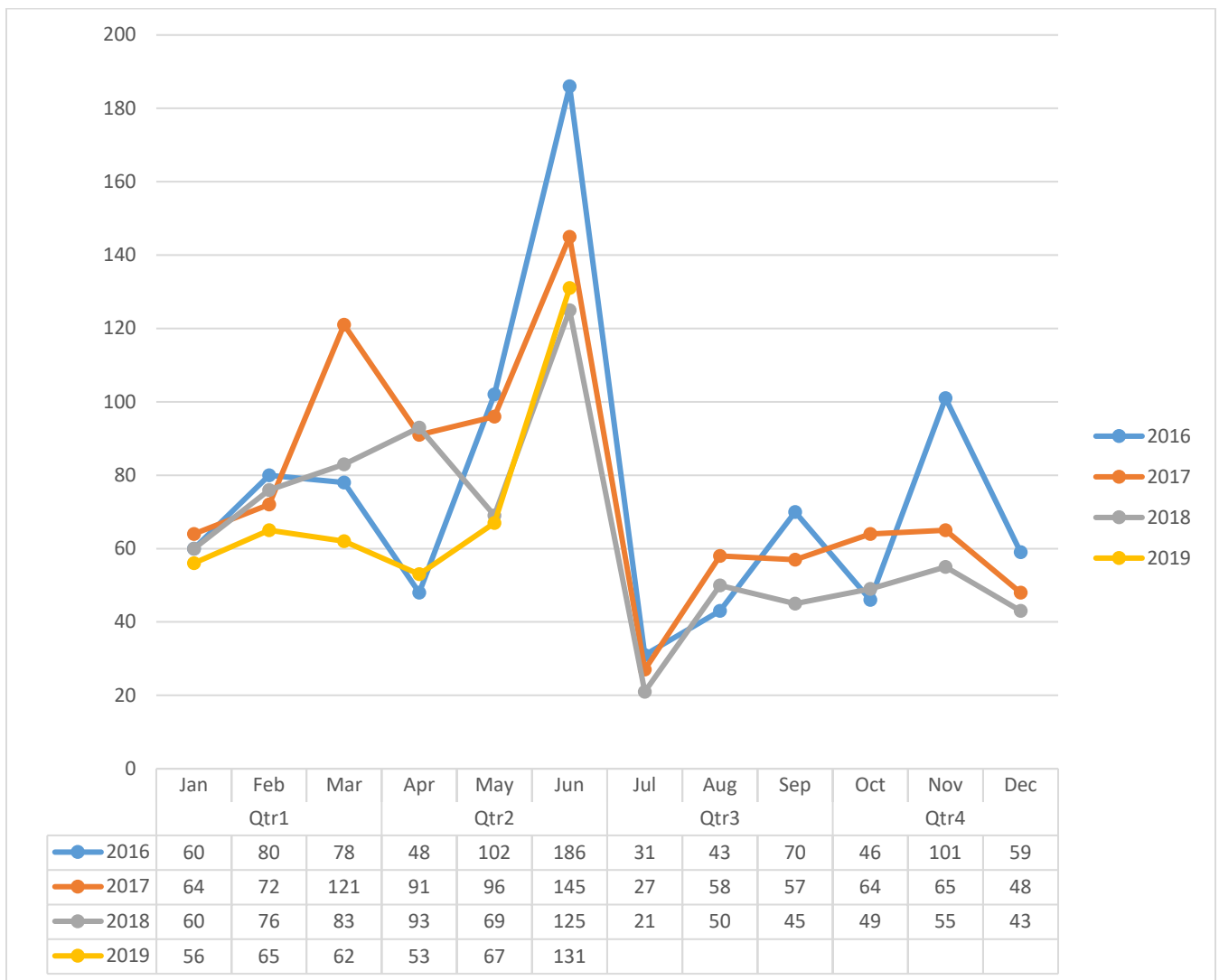


Journal Vouchers

Journal Vouchers (JVs) serve two main purposes in the Service Center: adjust expenditures and revenues to correct locations and inter-departmental payments for services (service centers such as Facilities Management and Planning or Print and Copy bill out to departments for services rendered). The Service Center processes these types of JVs for departments and service centers.

There are 1.75 FTE that process JVs in the Service Center.

For this area we monitor transactions processing annually. JV processing has been declining over the past four years to the current low spot of 697, a drop of 16% over FY18. A drop in number of JV processing could indicate process improvement that reduces the amount of corrections needed and streamlined

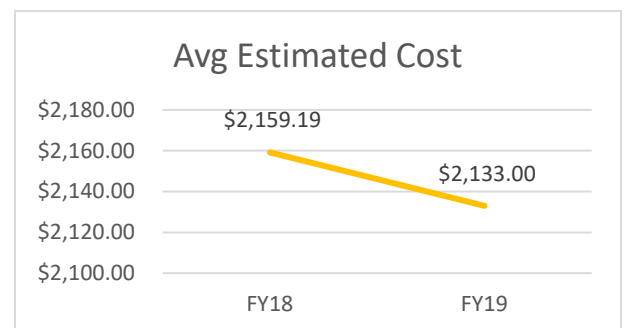
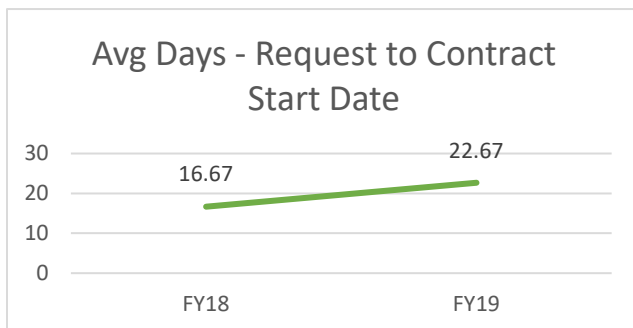
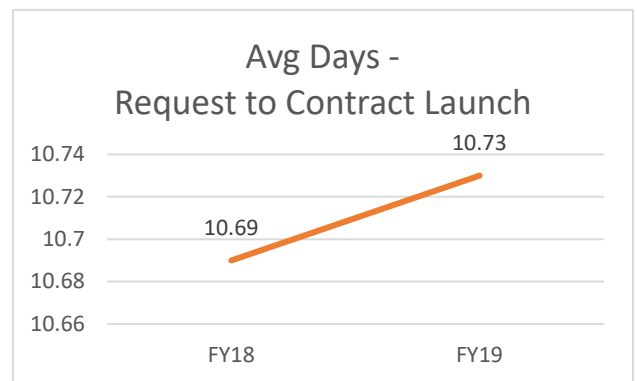
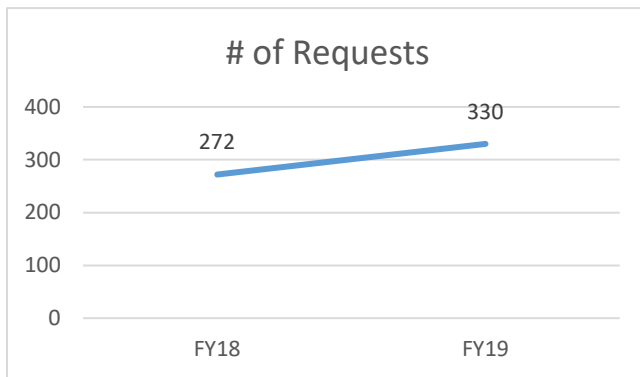


Personal/Professional Services Contracts

Personal/Professional Service Contracts (PSCs) are basic, template contracts for independent contractors. PSCs have standard terms and conditions in addition to the specific goods and services conditions determined by the SOU department.

PSCs are processed by 2.5 FTE in the Service Center.

For this area there are four metrics analyzed: number of requests, average days from request to contract launch (days processing in Service Center), average days from request to contract start date (days to process contract), and average estimated cost of contracts. The number of PSCs has increased steadily between FY18 and FY19. The average time to process has only increased slightly and fits well within the required two weeks. In addition, the average days from request to contract start date is also within this target range. However, there remain some contracts requested after work has begun or completed.

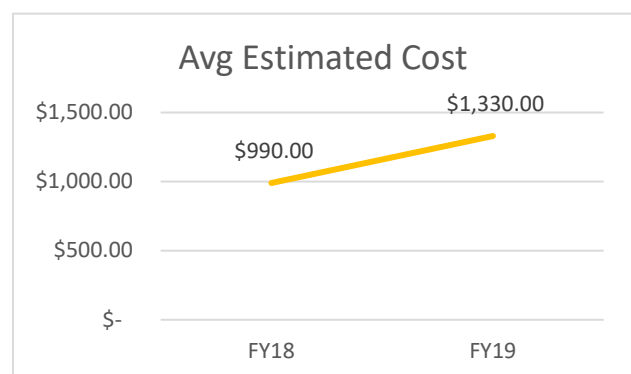
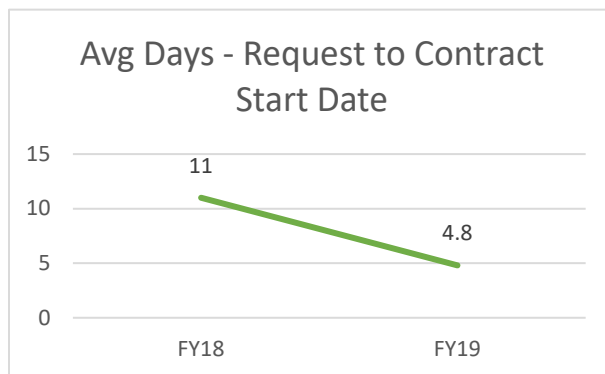
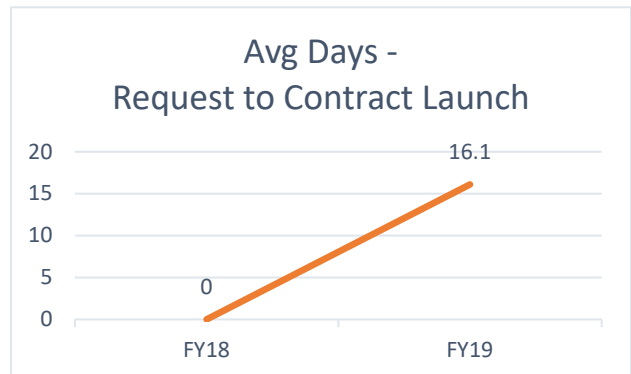
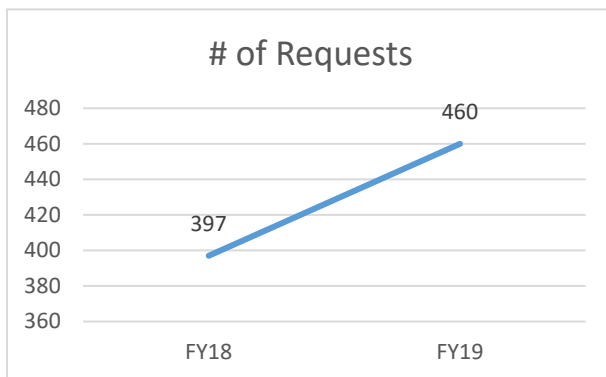


Irregular Employment Agreements

Irregular Employment Agreements (IEAs) are contracts for current Unclassified Administrative employees performing work outside of the regularly assigned job duties for a limited time period (90 calendar days or less), or for non-SOU individuals performing limited duration Unclassified Administrative tasks.

IEAs are processed by 1.5 FTE in the Service Center.

For this area there are four metrics analyzed: number of requests, average days from request to contract launch (days processing in Service Center), average days from request to contract start date (days to process contract), and average estimated cost of contracts. IEA requests increased significantly in FY19, a 13% increase. This was partially due to the Service Center processing Youth Programs contracts, which began in the Summer 2018. Average days from request to contract launch was at zero for FY18 due to that information not being collected. The 16.1 days in FY19 does meet the requirement to process within two weeks. In contrast, the average day from request to contract start date decreased from 11 to 4.8 days, meaning requests are coming into the Service Center without enough time to process before start dates.



Driver's Clearance

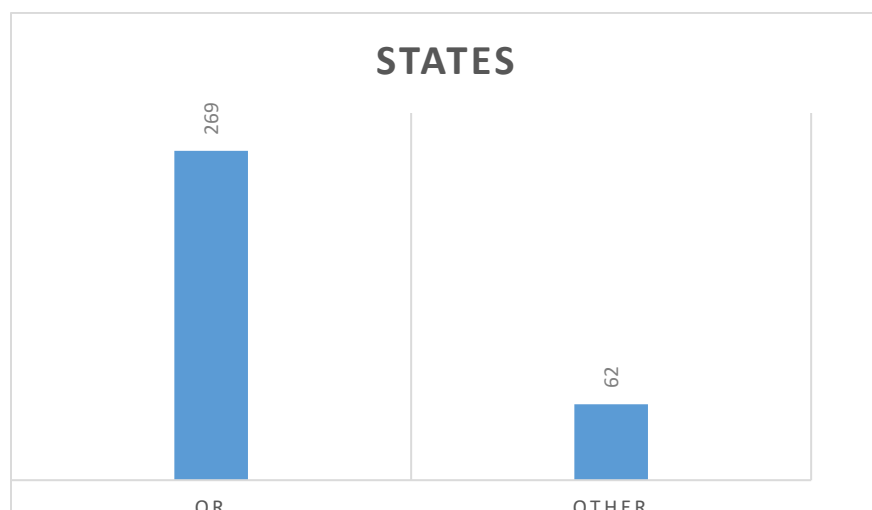
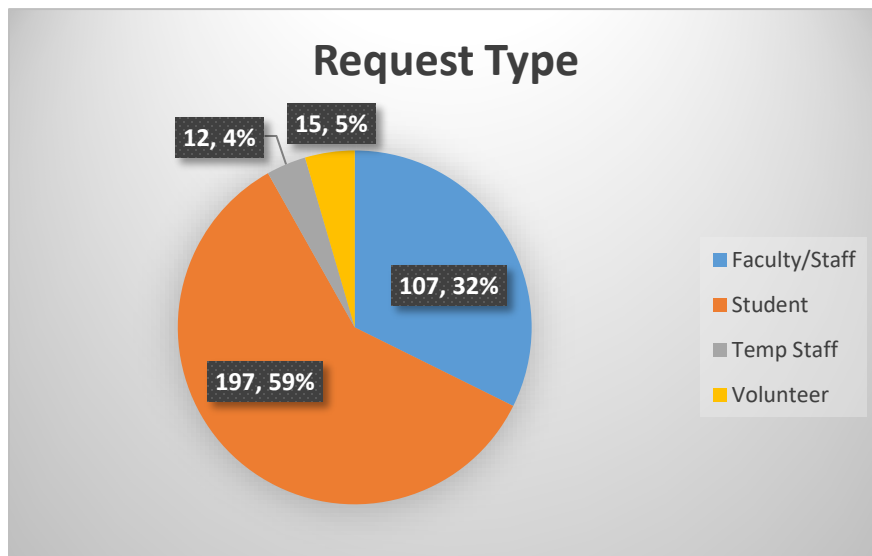
Staff, faculty, students, and volunteers driving a motorized vehicle on official university business are required to be cleared to drive. Clearance is based upon the individual's driving court certified driving history and a point system.

Driver clearance is processed by 1.5 FTE in the Service Center.

For this area there are four metrics analyzed: number of requests, average days from request to clearance (days processing in Service Center), type of clearance (faculty/staff, students, or volunteers), and in-state or out-of-state.

Total FY19 Requests: 331

Average Days from Request to Certification: 8.64

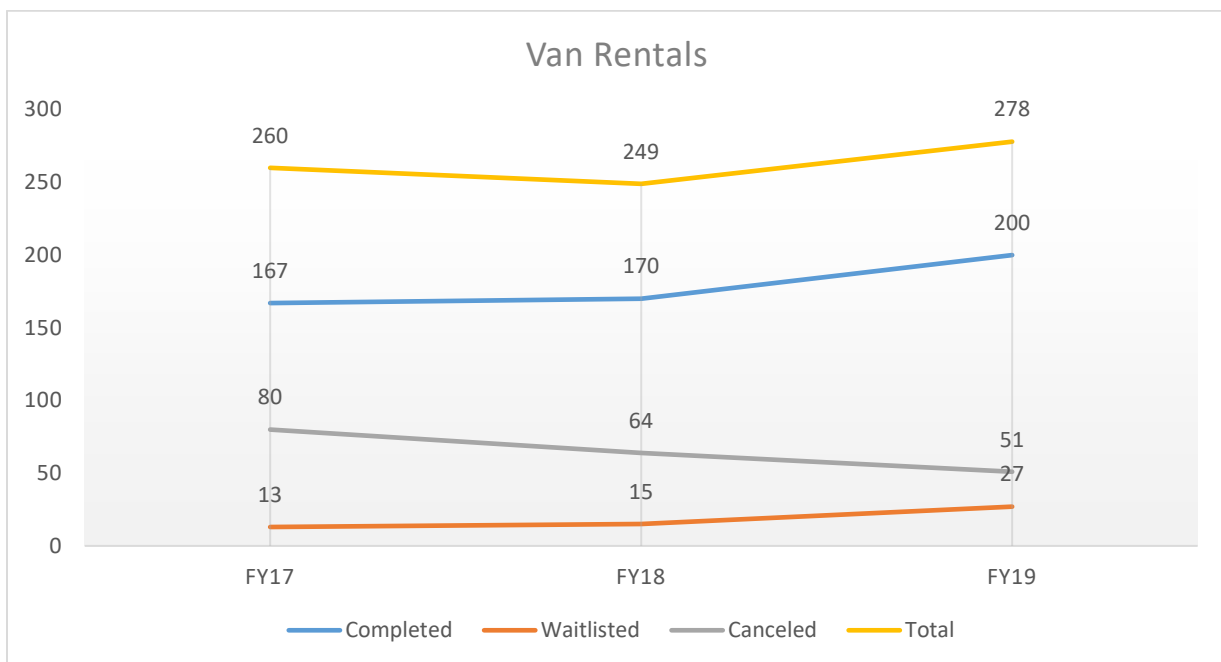


Van Rentals

Southern Oregon University motorpool has six 11 passenger vans and one 7 passenger van available to campus departments for official university sponsored events. The Service Center is responsible for scheduling these vans.

Van rentals are processed by 1 FTE.

For this area we measure how many requests were completed, waitlisted, or canceled during the year. Requests for van usage remains consistent over the three year period. There is an increase in the number of completed trips indicating more departments are following through with their reservations. This does mean the waitlist of vans is increasing, possibly giving sign that there is a higher demand.



Customer Satisfaction Survey Methodology

The Service Center was implemented in July 2014 to meet the business operational needs of departments on the Southern Oregon University campus. A satisfaction survey of faculty and staff was issued in September 2014 to determine a baseline of satisfaction levels with the Service Center and identify actionable areas for focus on improvement.

Focusing on continuous improvement of processing and reporting, with particular emphasis on meeting departmental functional needs with university, state, and federal policies, the Service Center issued a sixth survey in May 2019. The survey utilized questions from the May 2018 assessment to establish a base comparison of growth, however, the area competency questions were adjusted to reflect SOU strategic direction of Service Excellence. These questions represent the four pillars of this direction: knowledge, teamwork, accountability, and quality service. A definition, as represented in Service Excellence materials, for each pillar was provided to clients to help define intention. The questionnaire consisted of 12 multiple-choice questions and 3 open-ended questions.

May 2019 is also the first year management is included as an area to rank for Service Excellence.

On May 6, 2019, a link to the survey was issued on the Service Center website and in the May 2019 Service Center Newsletter. The newsletter was sent directly to the 48 members of the subscription group and the direct link was included in the SOU Southern Exposure daily newsletter emailed to all staff and students, although this survey, as indicated in the text of the message, was only for staff and faculty. Reminders about the survey were issued once a week through the first two weeks and daily the final two weeks of May in SOU Southern Exposure.

The survey remained open for four weeks. Campus was notified of the survey through the new SOU Southern Exposure daily newsletter, Service Center Newsletter, and some targeted emails. There were approximately 930 employees at the time of the survey launch, of which 55 responded, a 6% response rate. This was the same response rate as in 2018.

Overview of Key Findings

The survey in 2019 had a total of 55 respondents, about 6% of eligible staff and faculty. This is the same response rate as 2018 and remains low.

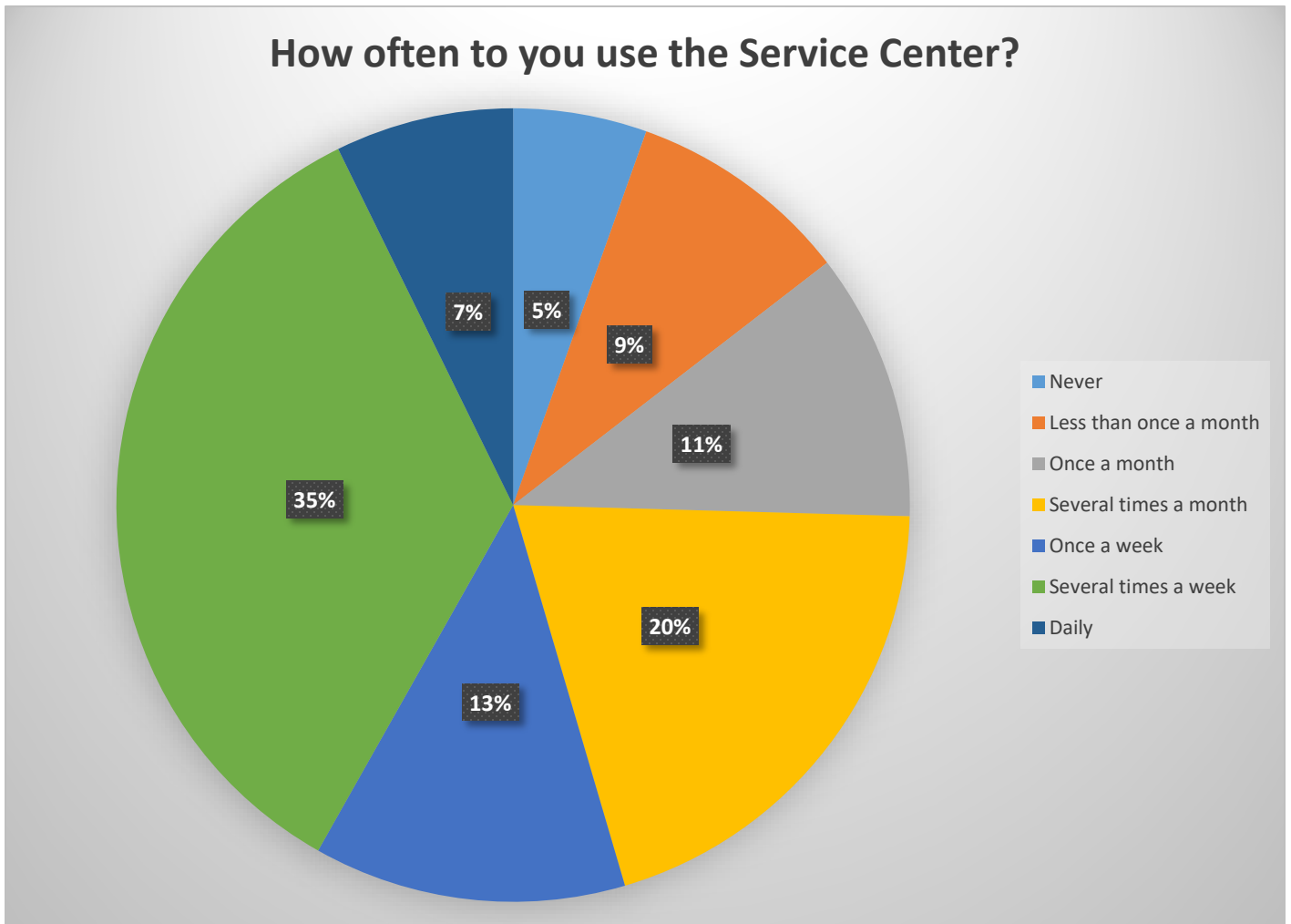
The Service Center remains about the same across all categories from 2018. Some of the themes for opportunity remain consistent: communication of policy and procedure and increasing knowledge and customer service capabilities of staff, even though customer service was also pointed out as a highlight in multiple areas. Below are a few key findings in the May 2019 survey.

1. Frequency of usage remained flat between 2018 and 2019. Although respondents reported an increase in utilizing the Service Center several times a week, the responses of never and less than once a month also increased.
2. Purchasing was the most used service in 2019, followed closely by Accounts Payable and Accounting. Payroll dropped in usage, possibly due to reverting staff and faculty services back to the Payroll Office. Personnel Support services also dropped, again possibly due to moving some tasks back to Human Resources.
3. Email continues to be the top method by which clients want to communicate with and receive information from the Service Center. However, in person and telephone contact with Service Center staff increased significantly (9% each) for how clients elect to contact staff.
4. The adjustment of area specific questions aligns data collection with strategic directions of service excellence, but only overlap previous data in a few areas. These new benchmarks will have greater emphasis as the overall strategy of the Service Center. Even so, Purchasing and Contracting remain with very high marks, while the remainder of the areas average around a 4.00 on a 5.00 scale.
5. The mean scores for rating overall Service Center operations remained flat from 2018, with no significant changes in either direction.
6. Open-ended comments praised services in purchasing and contracting, accounts payable, and accounting. Other comments continue to highlight communication of policy and procedure and continuing professional development, both in technical skills and service excellence, as opportunities for growth.

1. How often do you use the Service Center?

Figure 1 shows representation of the frequency respondents utilize the Service Center. Of the 55 users who answered the question, most (35%) utilize services several times a week, with the next group several times a month (20%).

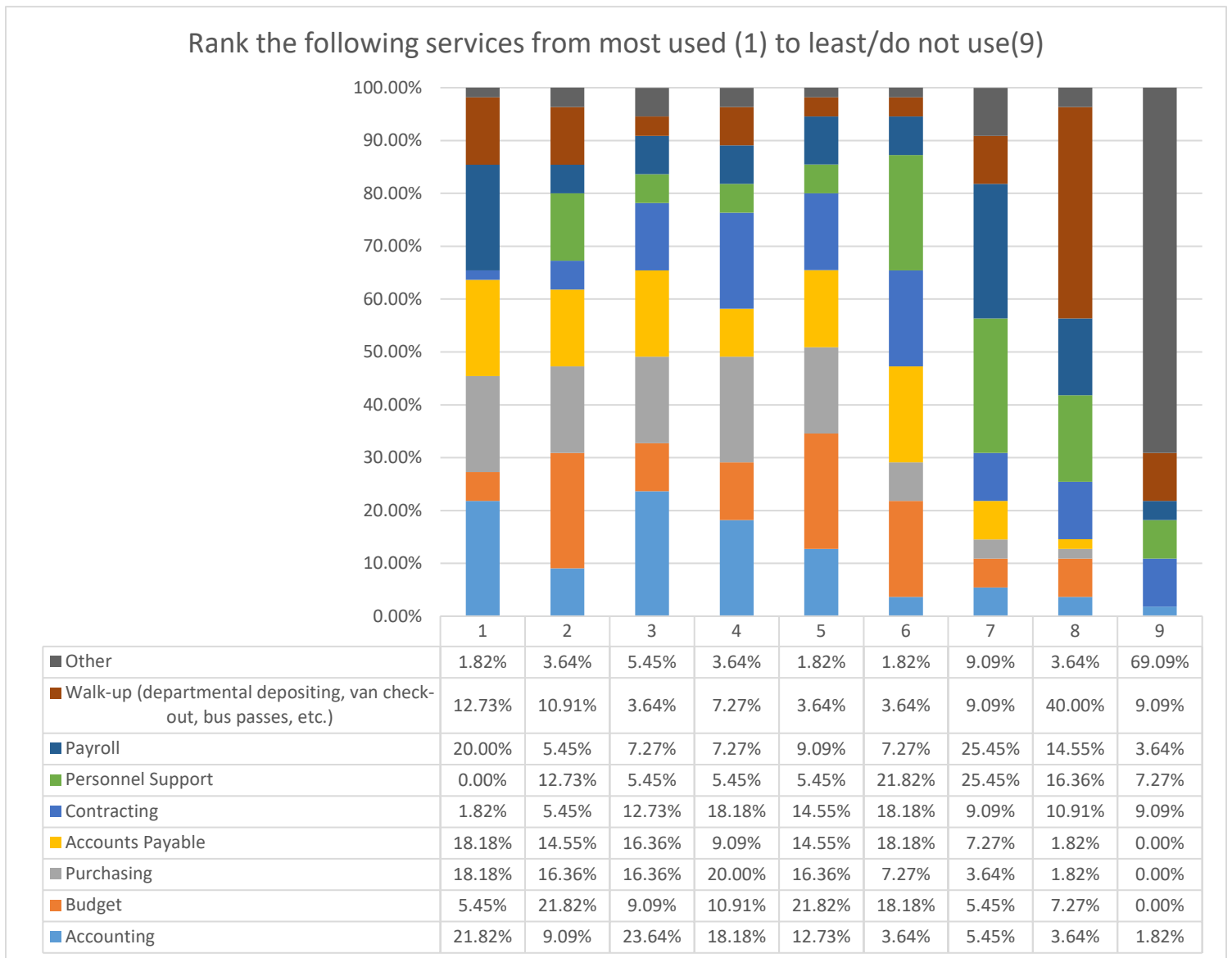
Figure 1



2. Rank the following service from most used (1) to least/do not use (9):

Figure 2 shows what services the respondents use in the Service Center. Purchasing scored a mean of 3.53 followed by Accounting (3.53) and Accounts Payable (3.8). Payroll had a high percentage of respondents selecting the service as the most used service (20%) but had a middle of the road mean at 4.98. Besides Other services scoring the lowest, Personnel Support scored a mean of 5.96 in the second least used service.

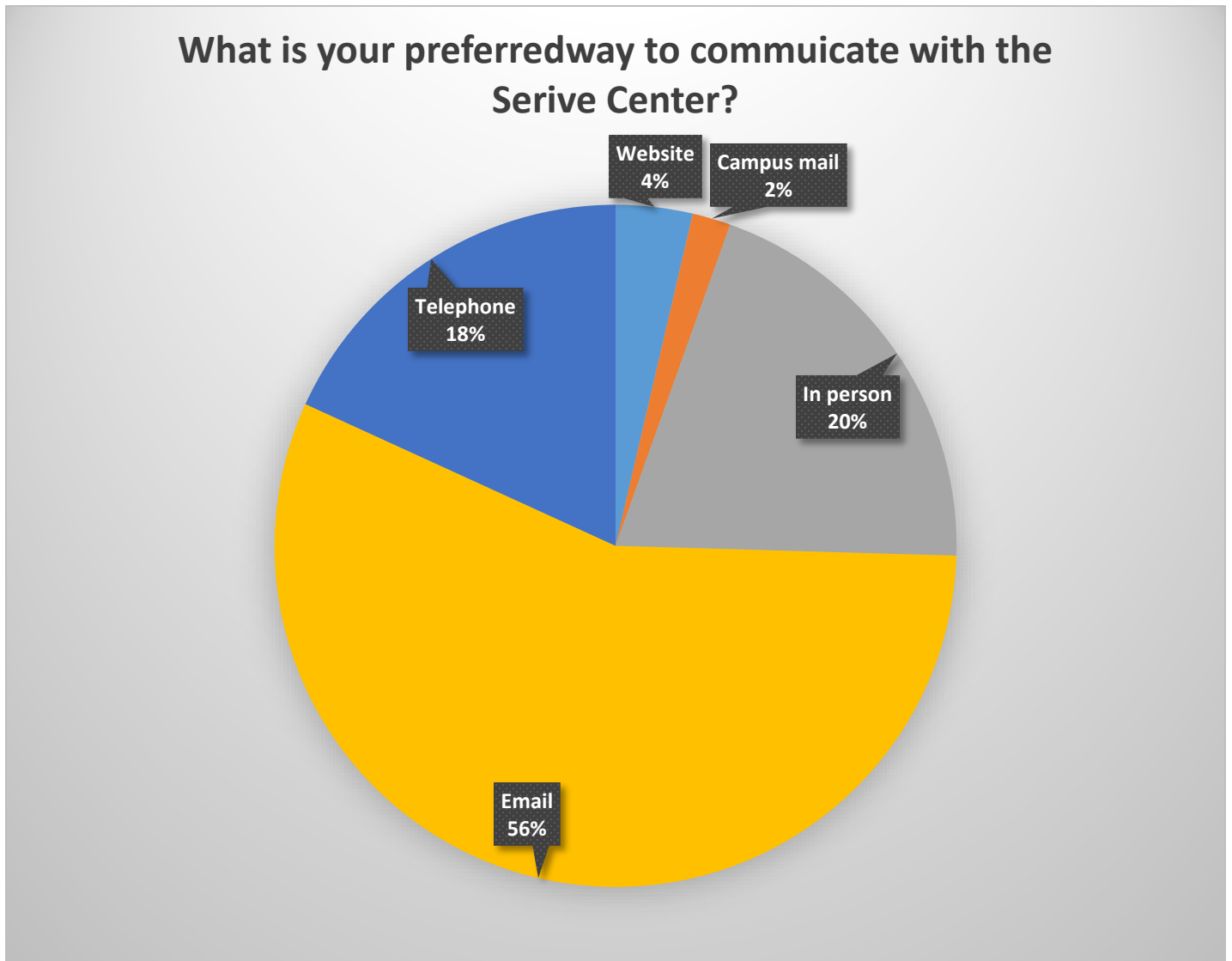
Figure 2



3. What is your preferred way to communicate with the Service Center?

Figure 3 indicates respondents preferred way to communicate with Service Center staff. Email continues to be the most preferred way (56%) but has dropped 15% from 2018. In person and telephone have both increased over 2018 by 9% each.

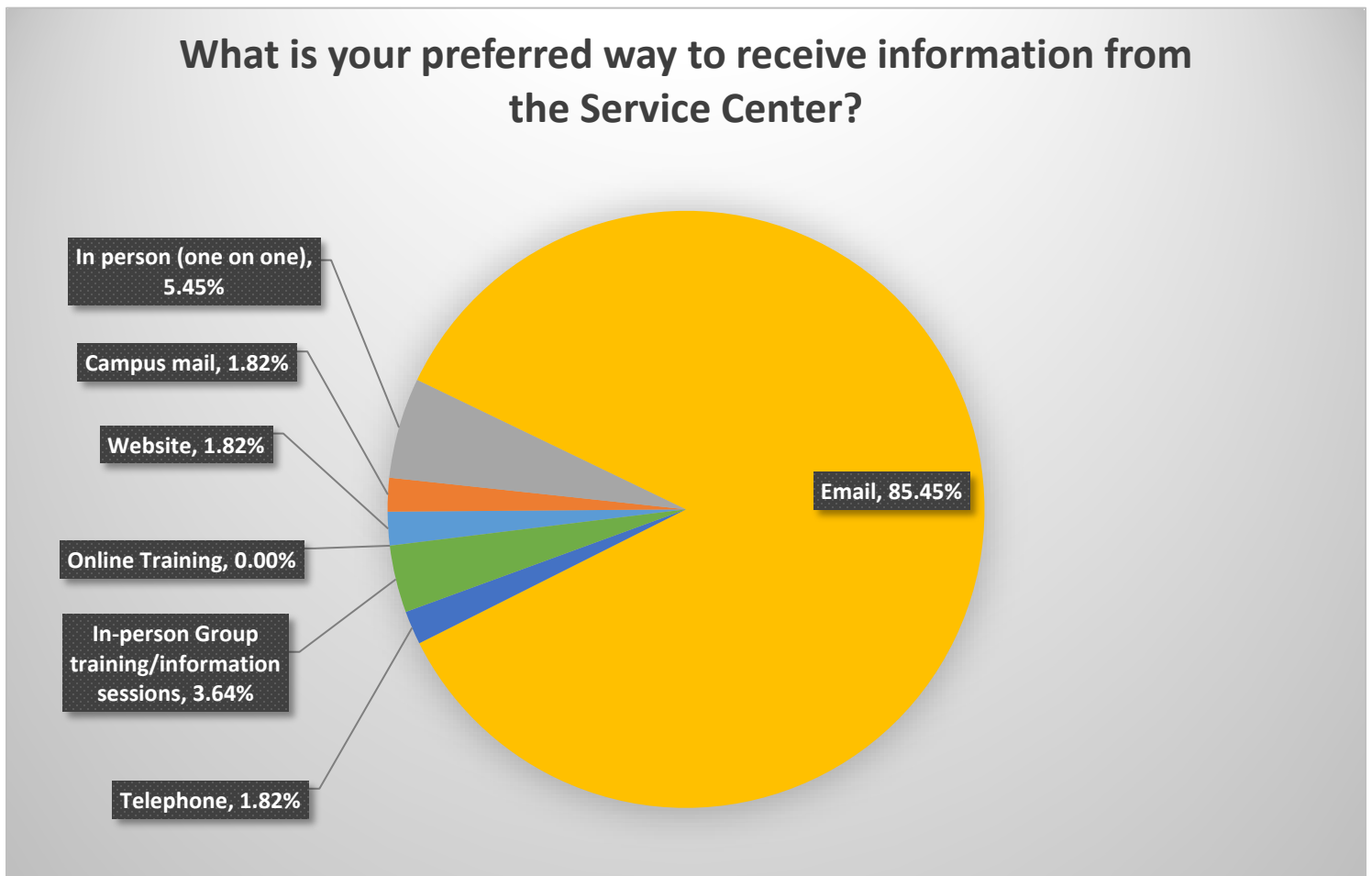
Figure 3



4. What is your preferred way to receive information from the Service Center?

Figure 4 indicates how the respondents like to receive their information from the Service Center. Email continues to be the most preferred way by a large margin (85.45%) increasing by 5% over 2018. Most other categories remained static, with in person increasing just under 2% and website declining by 6%. A new category, Online Training, was added this year, but received 0% of the vote.

Figure 4

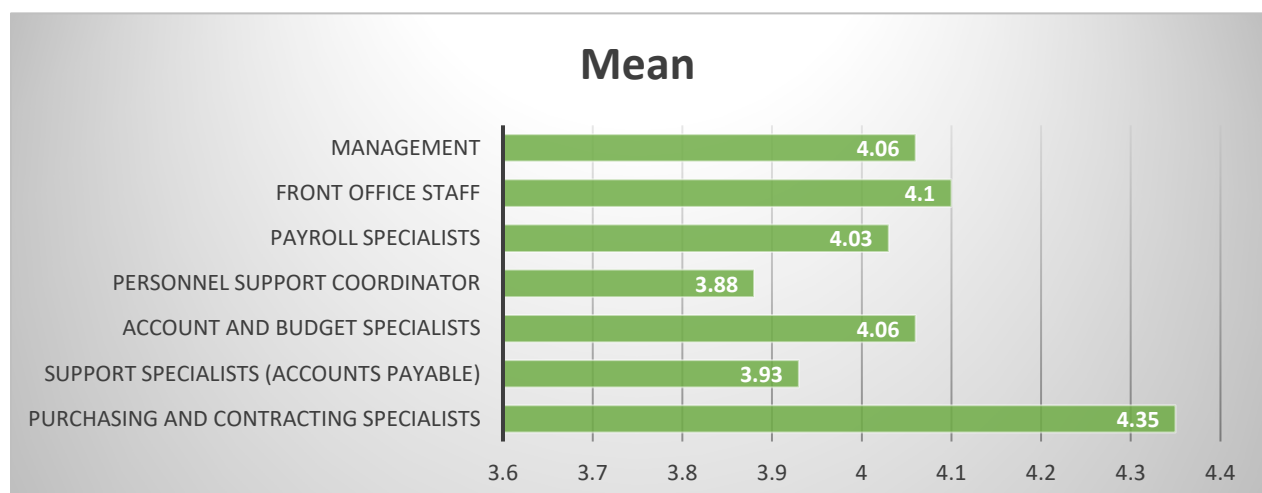
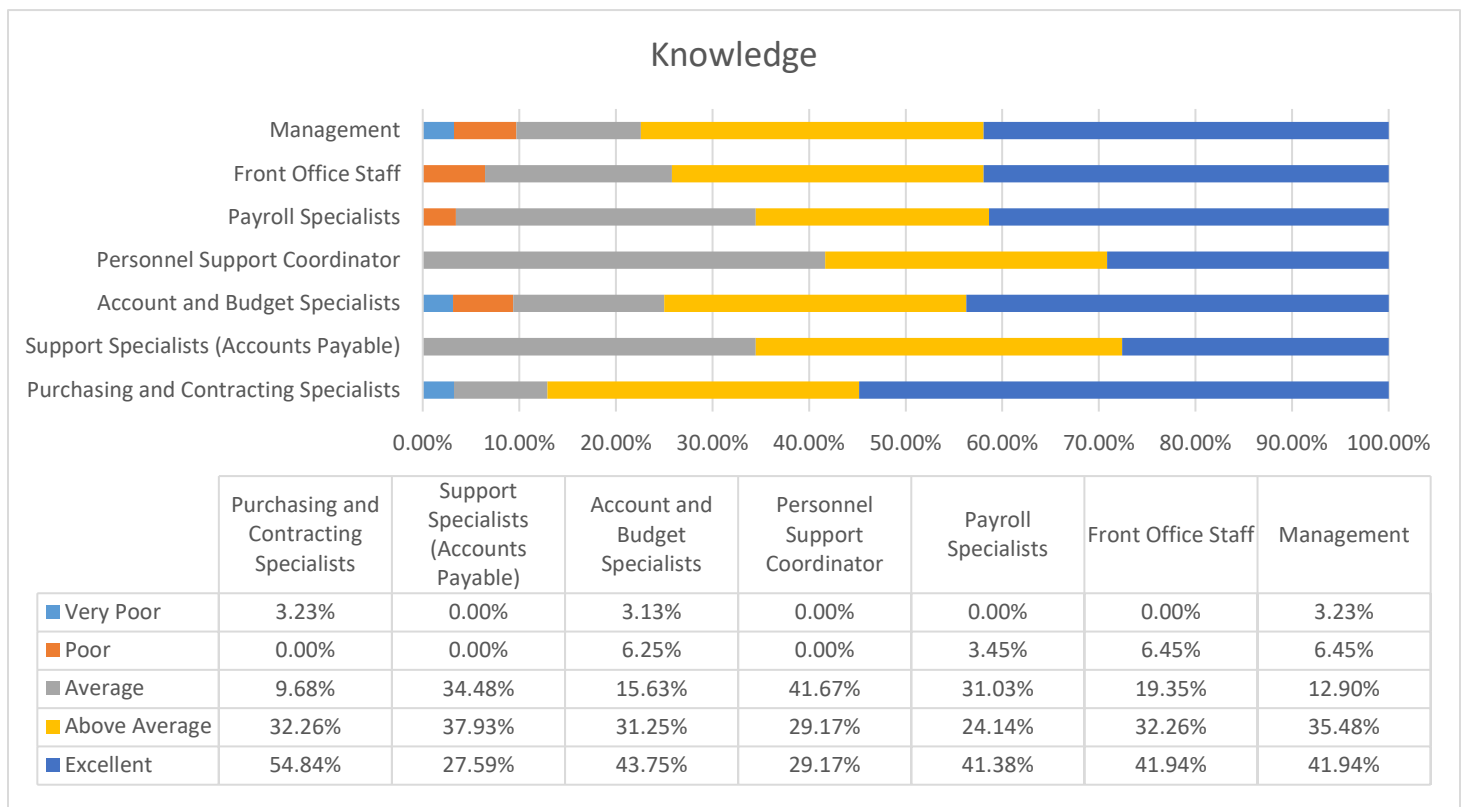


5. Please rate Service Center Staff on their knowledge:

Question 5 ranks Service Center Staff on their knowledge, defined as demonstrating excellence in teaching and learning; always ready to innovate and collaborate to deliver results.

Figure 6 details what respondents think of Service Center Staff knowledge. The Purchasing and Contracting Specialists scored high with 87% rating Above Average and Excellent and a mean of 4.35. This is equivalent to how this group scored in 2018 for knowledge.

Figure 6

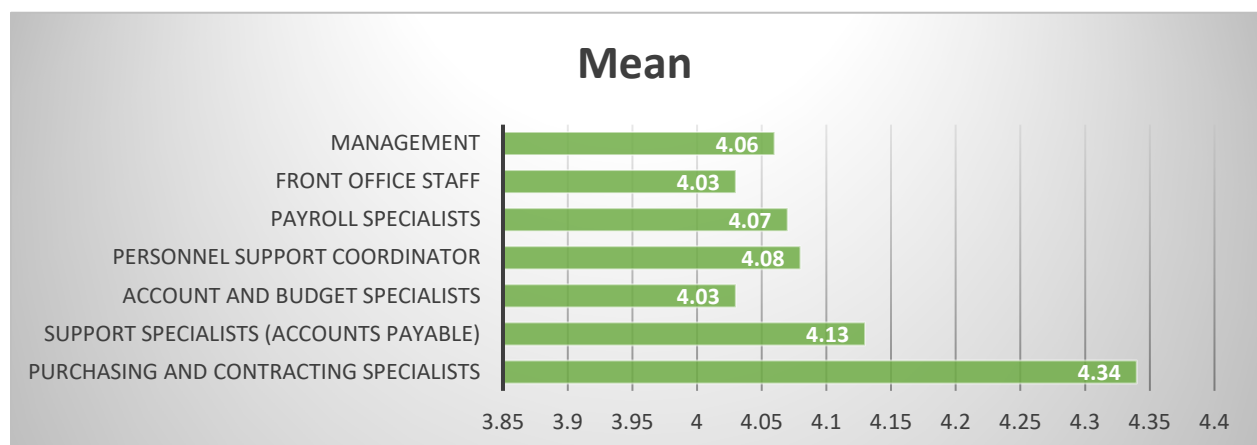
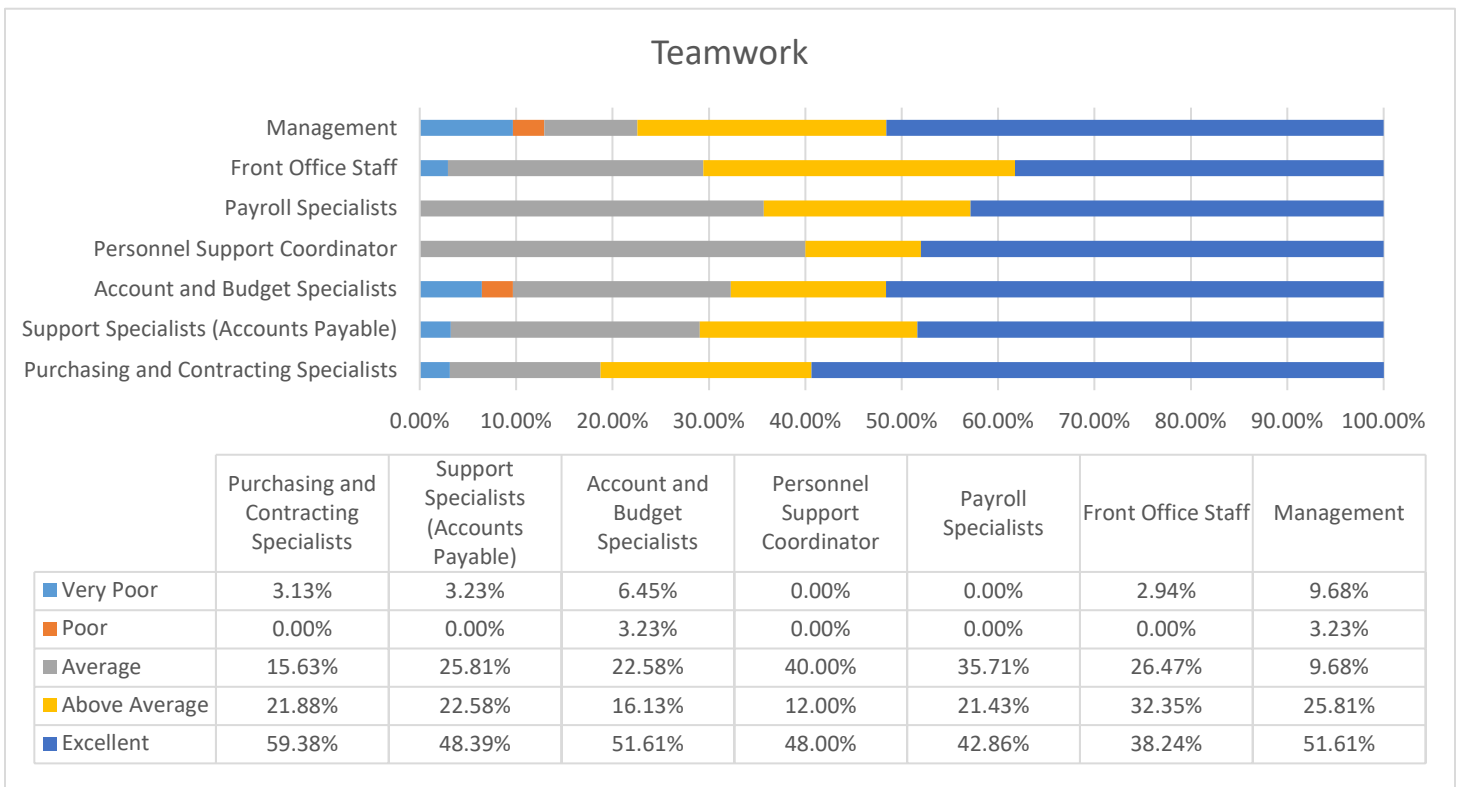


6. Please rate the Service Center Staff on their teamwork:

Question 6 ranks Service Center Staff on their teamwork, defined as effectively communicating (listening to understand), positive energy (can-do spirit), and earning your respect.

Figure 7 shows again the perception of Purchasing and Contracting teamwork is high with a combined 81% Above Average and Excellent and a mean of 4.34. The remainder of the areas are hovering between 4.00 and 4.13 mean.

Figure 7

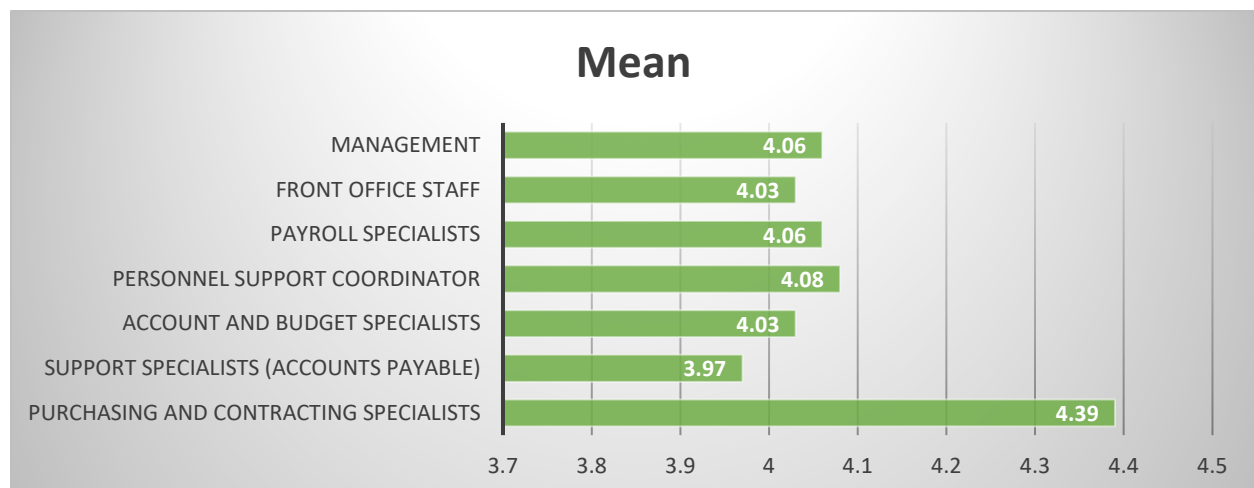
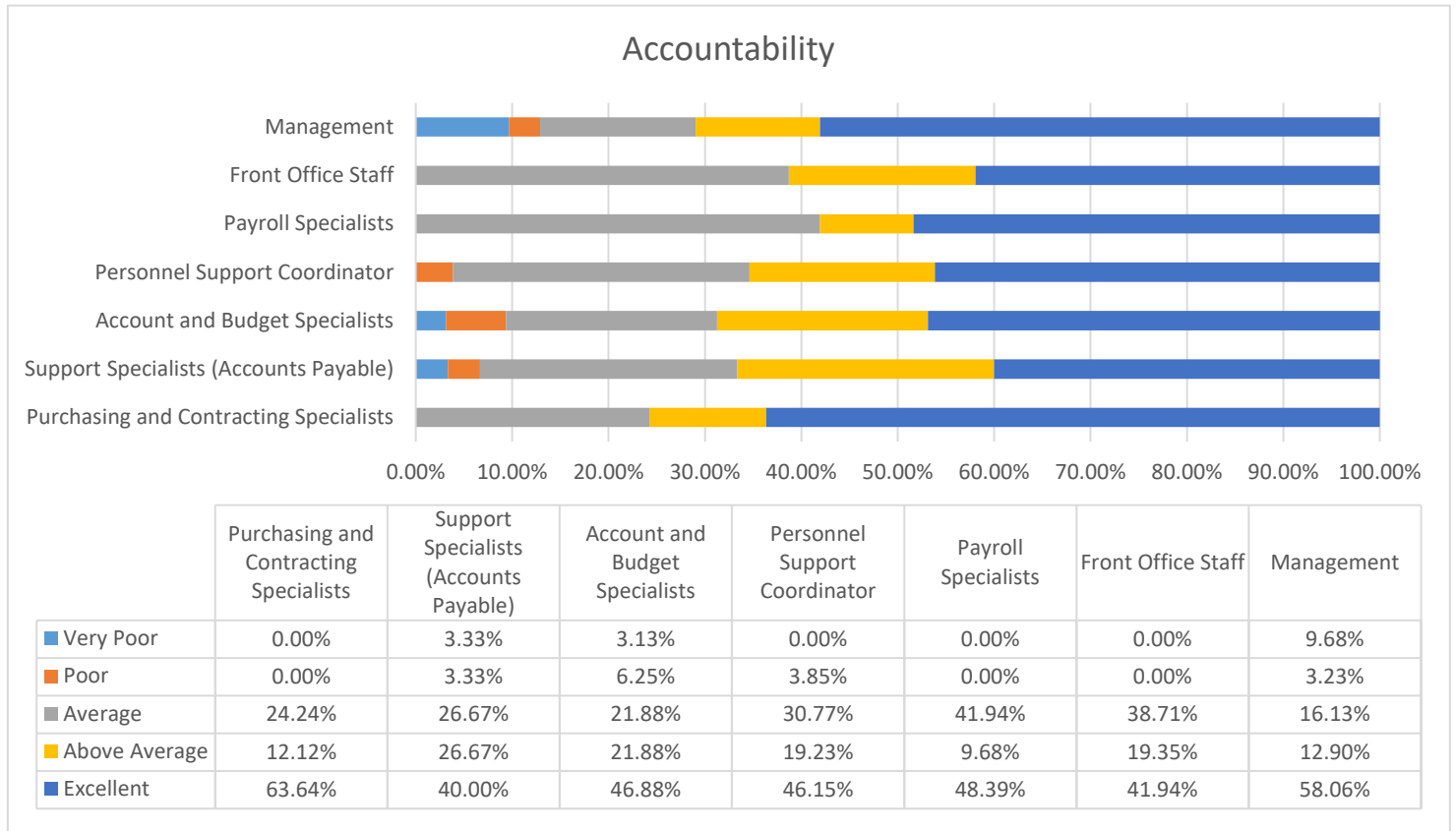


7. Please rate the Service Center Staff on their accountability:

Question 7 ranks Service Center Staff on their accountability, defined as great follow-up and follow-through, engaged to serve (takes personal pride in your satisfaction), and enabled by empowerment.

Figure 8 again shows mean averages for all groups around 4.00, with the Purchasing and Contracting Specialists the highest with 76% between Above Average and Excellent and 4.39 mean.

Figure 8

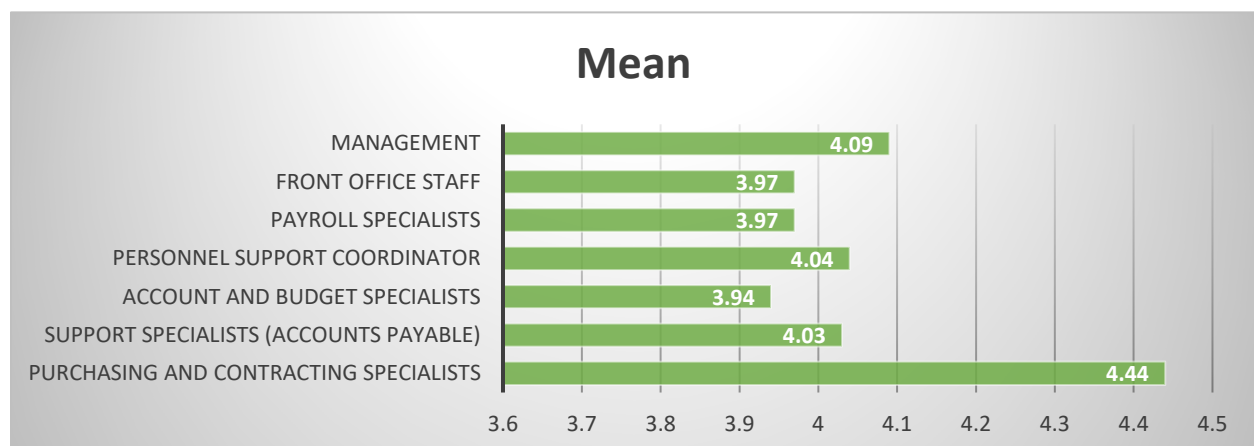
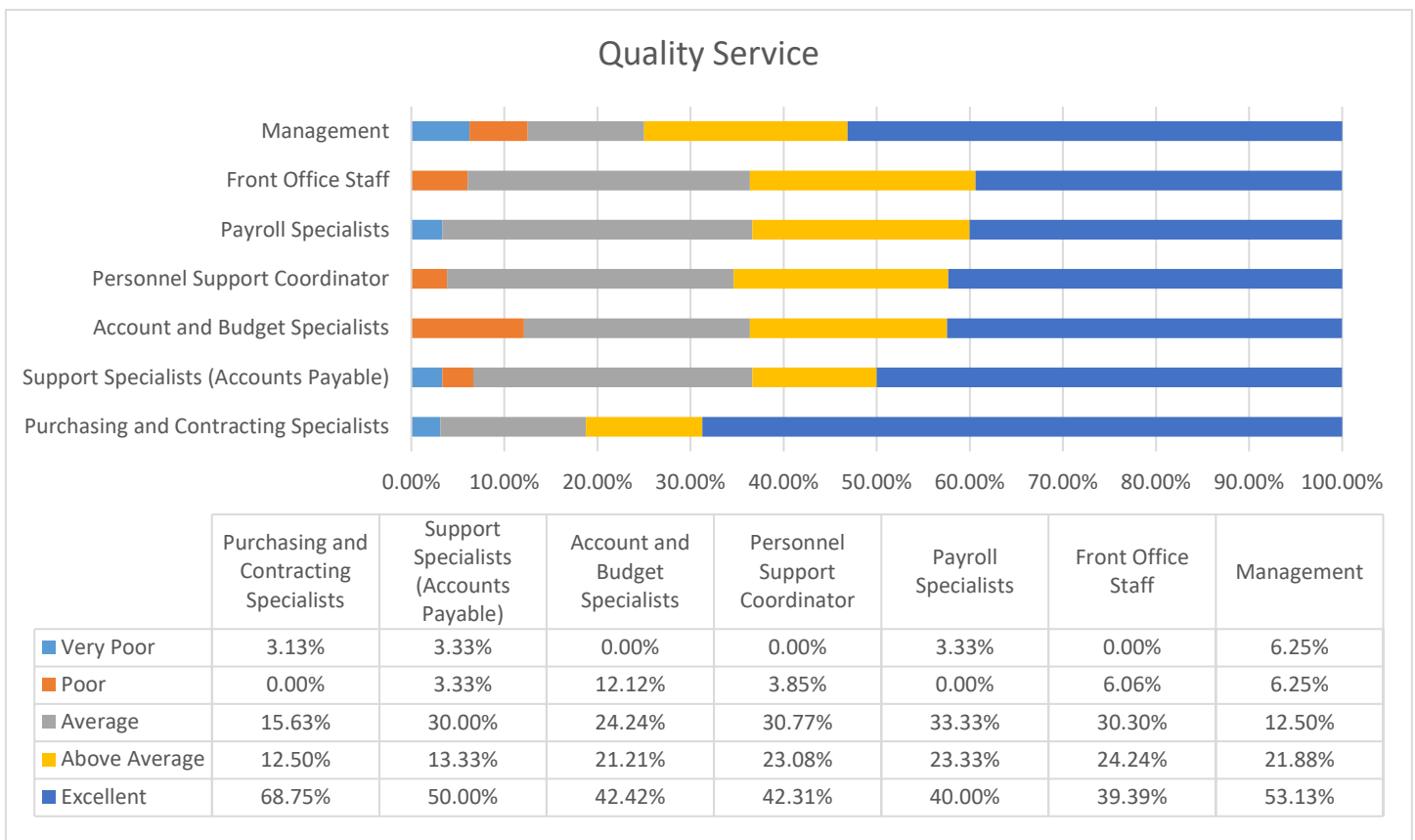


8. Please rate the Service Center Staff on their quality service:

Question 8 ranks Service Center Staff on their quality service, defined as focused attention on client and their needs, willingness to serve, treating client with respect, educates, provides solutions that fit, and provide a quality experience.

Figure 9 shows again most areas are sitting between 3.90 and 4.10 with the Purchasing and Contracting Specialists at the highest with 81% between Above Average and Excellent and a mean of 4.44.

Figure 9

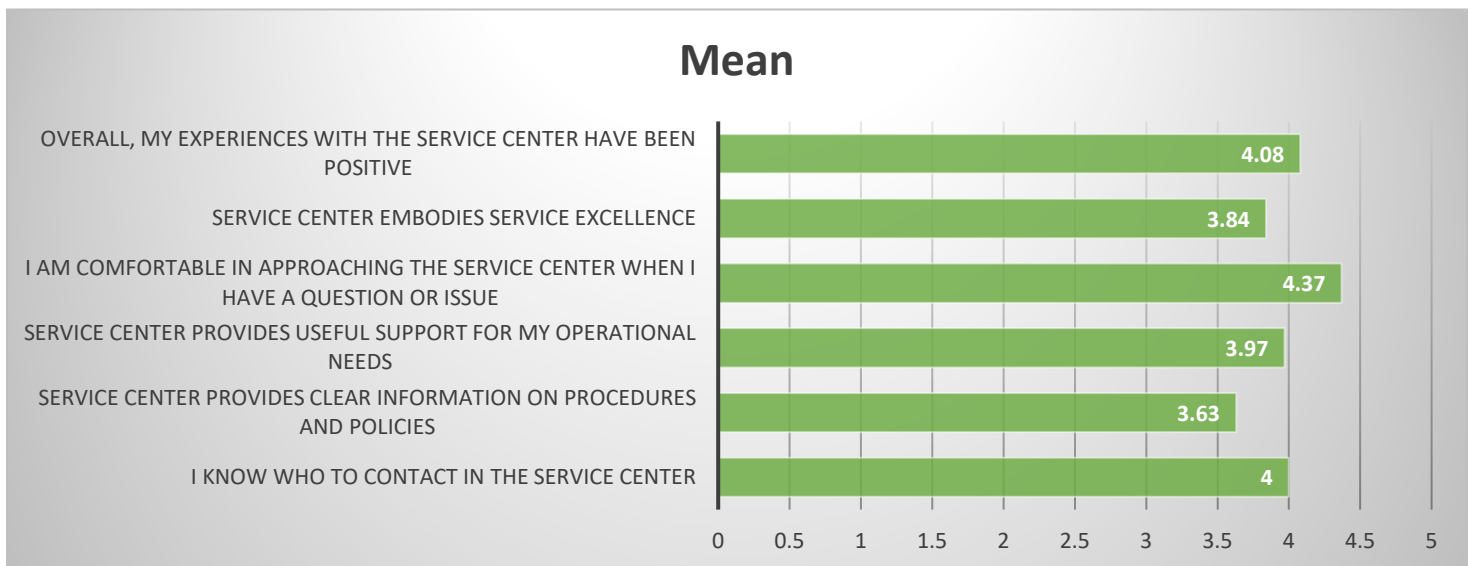
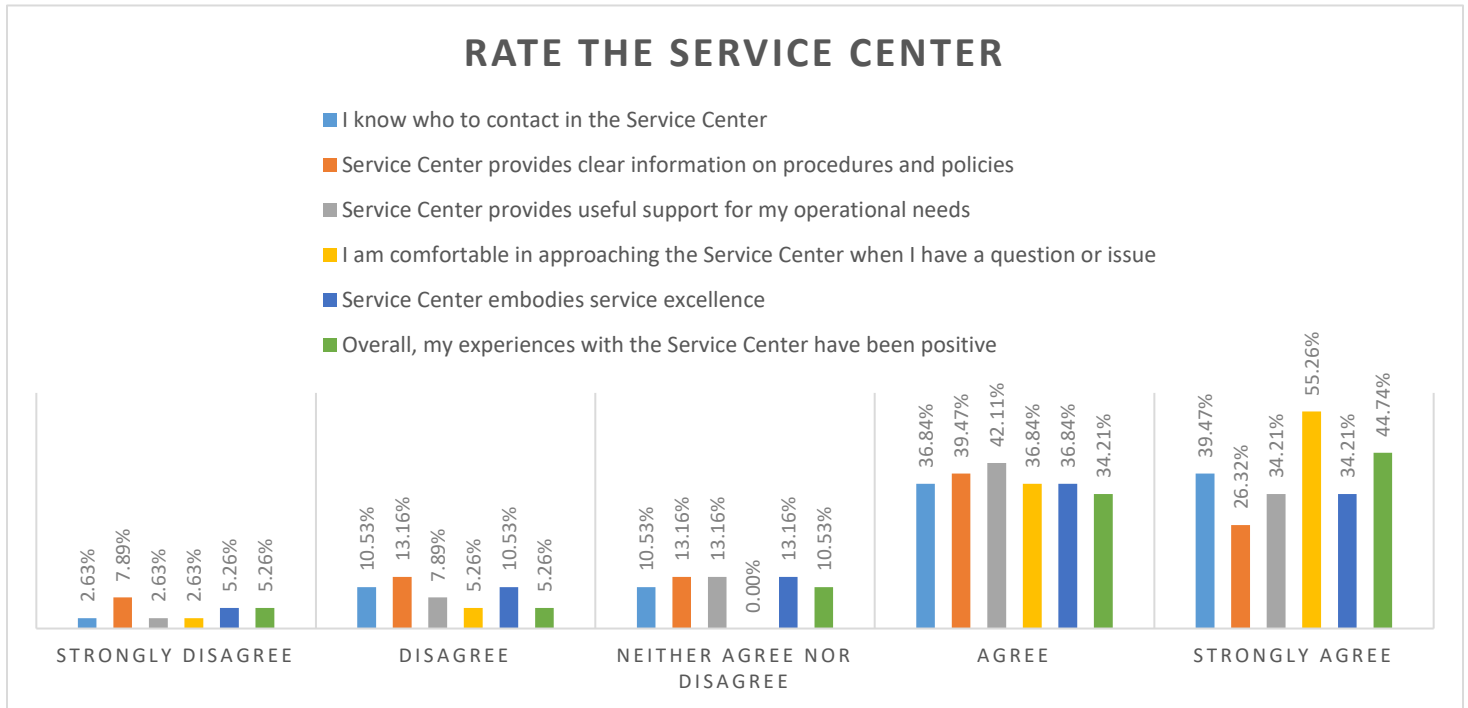


9. Please rate the Service Center in the following:

The series 10 statements address perception of the Service Center and how it meets the client’s expectations.

Figure 11 shows overall the mean scores in all categories have only changed incrementally from 2018, with overall experience dropping .04 in mean.

Figure 11



10. In what areas is the Service Center most useful/helpful to you and your department?

Of the 55 respondents, 27 issued comments in this field. Areas identified in comments that are most useful/helpful are accounts payable, payroll, and purchasing and contracting. A few comments thanked specific staff that they work with closely and thanked them for their great service.

12. In what areas could the Service Center work to improve?

Of the 55 respondents, 24 input comments in this open-ended field. The most common themes are clarity of policy and procedures, difficulty in locating/contacting staff, and more assistance with accounting and budget updates.

Some comments that touch on these areas include:

- Improve physical layout of Service Center.
- Improve professionalism of staff.
- Less departmental turnover.

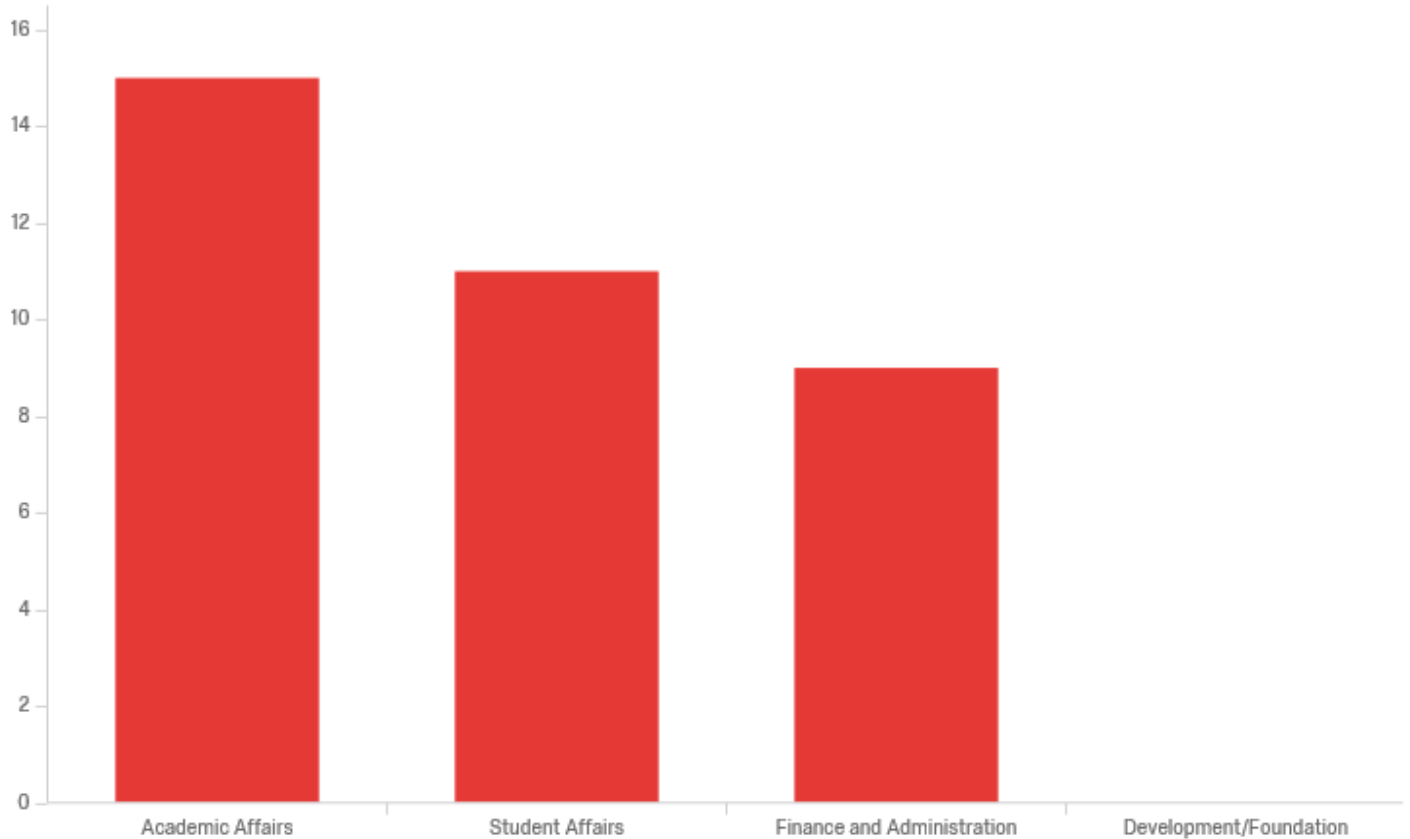
13. Additional Comments

Of the 55 respondents, 10 left additional comments for the Service Center. The comments varied from praise of Service Center staff and more discussion on confusion with staff turnover and better communications from Service Center.

14. In which area do you work?

Figure 12 indicates the breakdown to which area the respondents work at the university.

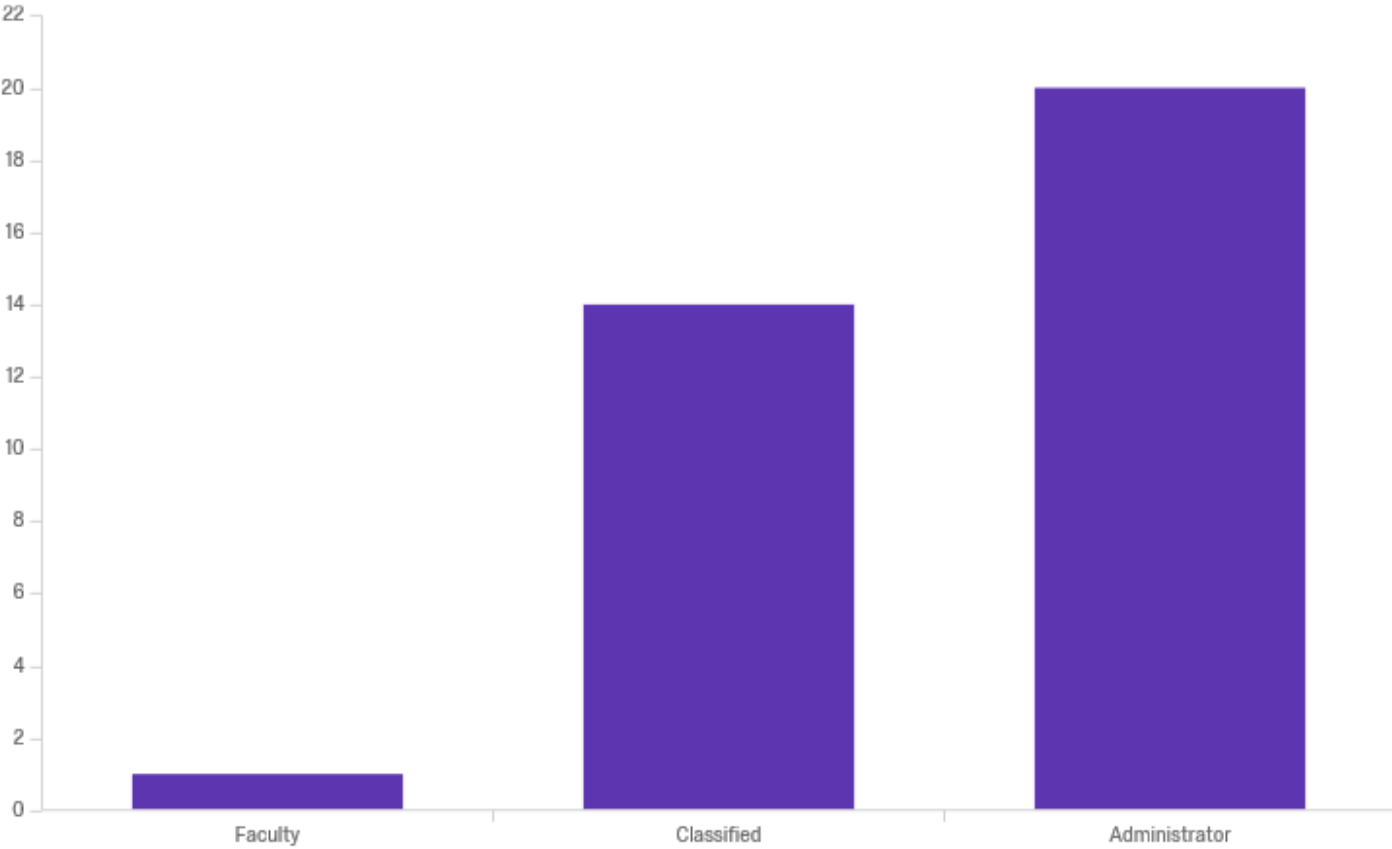
Figure 12



15. What is your position?

Figure 13 indicates which employment class the respondents work.

Figure 13



16. How long have you worked for SOU?

Figure 14 indicates the length of time the respondents have worked for Southern Oregon University.

Figure 14

