

## 2007 Customer Satisfaction News & an Update on Action Plans

### INTRODUCTION

A customer satisfaction survey is administered by the [California State University \(CSU\) Quality Improvement Program](#). Fourteen campuses including San José State University (SJSU) participated in the 2007 Customer Satisfaction Survey. The following table depicts the various surveys that were conducted at SJSU with the corresponding response rates. The services provided by the Administration & Finance Division are highlighted. The Division uses the survey results to develop improvement actions.

### 2007 San José State University Summary

Surveys Conducted	Student Surveys Sent	Student Responses Received	Student Response Rate	Faculty & Staff Surveys Sent	Faculty & Staff Responses Received	Faculty & Staff Response Rate	Total Surveys Sent	Total Responses Received	Total Response Rate
<b>Accounting</b>				323	86	26.6%	323	86	26.6%
Career Ctr-Faculty/Staff				500	84	16.8%	500	84	16.8%
Career Ctr-Student	6,000	414	6.9%				6000	414	6.9%
<b>Facilities</b>	600	75	12.5%	627	164	26.2%	1227	248	19.5%
<b>Human Resources</b>				1,179	296	25.1%	1179	296	25.1%
<b>Mail</b>				400	116	29.0%	400	116	29.0%
<b>Parking</b>	5000	451	9.0%	900	112	12.4%	5900	727	9.5%
<b>Police</b>	5000	423	8.5%	1156	121	10.5%	6156	678	8.8%
<b>Procurement</b>				254	88	34.6%	254	88	34.6%
<b>Shipping/Receiving</b>				400	69	17.3%	400	69	17.3%
<b>Student Accounts / Bursar's Office</b>	6,000	850	14.2%				6000	850	14.2%
<b>Student Housing Services</b>	2,486	694	27.9%				2486	694	27.9%

Note that some respondents did not identify whether they were student, faculty, or staff. Total columns reflect all respondents including unidentified, and may be greater than the sum of Student + Faculty / Staff columns.

### RESULTS

A top-line summary of the strengths, key areas for improvement and improvement actions are shown in the following table. The information is organized by the Service Group within the Division that is responsible for providing the service. The [Appendix](#) contains more detailed results.

## Administration & Finance Division Top-Line Customer Satisfaction Summary

Service Area	Strengths	Key Areas for Improvement	Planned Improvement Actions as of August 2007	Actions Update as of November 2008
<b>SERVICE GROUP - FINANCE</b>				
<a href="#">Accounting</a>	<ul style="list-style-type: none"> <li>Accounting staff are available to answer questions on a timely basis.</li> </ul>	<ul style="list-style-type: none"> <li>All of information and forms needed are available on the Accounting Department website</li> </ul>	<ul style="list-style-type: none"> <li>An email message will be sent to the Finance Users Group asking for specific input on what kind of information and forms would be useful to have on the department website. If feasible the information and forms requested will be placed on the <a href="#">Accounting</a> website (<a href="http://www.sjsu.edu/depts/actcst">http://www.sjsu.edu/depts/actcst</a>).</li> </ul>	<ul style="list-style-type: none"> <li>A message was sent to the Finance Users Group and feedback was received. A redesign of the Accounting &amp; Financial Systems website is scheduled for the spring of 2009. The improvements suggested in the feedback will be incorporated.</li> </ul>
<a href="#">Mail</a>	<ul style="list-style-type: none"> <li>Staff Courtesy</li> </ul>	<ul style="list-style-type: none"> <li>Information or training on mail preparation</li> </ul>	<ul style="list-style-type: none"> <li>Efforts will be taken to reinforce with the campus community the location of online instructions for <a href="#">mail preparation</a> on the <a href="#">PASS</a> website (<a href="http://www.sjsu.edu/pass/">http://www.sjsu.edu/pass/</a>) and training opportunities via an electronic bulletin board. Additionally, a link to training will be included on the <a href="#">Mail Services</a> website. A Mail Services link has been added to the SJSU homepage "A to Z" index to facilitate finding information related to Mail Services.</li> </ul>	<ul style="list-style-type: none"> <li>The training link has been added to the Mail Services website and the Mail Services link has been added to the A to Z index on the SJSU Homepage. We are currently redesigning the PASS website and improving navigation to mail preparation is included in our plans.</li> </ul>
<a href="#">Procurement</a>	<ul style="list-style-type: none"> <li>Staff Courtesy</li> </ul>	<ul style="list-style-type: none"> <li>Timeliness of placing an order with supplier</li> </ul>	<ul style="list-style-type: none"> <li>The electronic bulletin board will be used to remind the campus community about published timelines for order placement. The <a href="#">Purchasing</a> website will be updated to have a timeline link for easy access. For formally bid procurements, the timeline will be shared with the requisitioner at the beginning of the process. <i>Introduction of PASS</i> and the <i>Introduction to Purchasing and Procurement Pathways</i> training workshops will incorporate timelines for order placement.</li> </ul>	<ul style="list-style-type: none"> <li>Timeline information has been incorporated in the PASS website. We are still working to incorporate timeline information into PASS training sessions. The Purchasing department is continuously reviewing current timeline information provided to campus staff to ensure information is accurate.</li> </ul>
<a href="#">Shipping/Receiving</a>	<ul style="list-style-type: none"> <li>Staff Courtesy</li> </ul>	<ul style="list-style-type: none"> <li>Accuracy of deliveries to your office</li> </ul>	<ul style="list-style-type: none"> <li>One area that affects the accuracy of deliveries is erroneous vendor addressing. Buyers will reinforce the need for addressing accuracy with vendors at the time of order placement which should improve addressing accuracy for all purchase order related packages. Erroneous deliveries are also caused by inaccurate data in the electronic campus directory. This directory is used continuously to locate campus personnel. The Shipping and Receiving department personnel will continue to ask departments to change directory information when needed and will pursue discussions with University Computing and Telecommunications and Human Resources to allow Receiving initiated directory changes.</li> </ul>	<ul style="list-style-type: none"> <li>We have worked with Human Resources and UCAT to improve directory updates. We now receive twice weekly reports from UCAT indicating any changes to the campus directory. We are still having trouble getting current information on Foundation employees and their location and contact information and are working toward a solution.</li> </ul>

Service Area	Strengths	Key Areas for Improvement	Planned Improvement Actions as of August 2007	Actions Update as of November 2008
<a href="#">Student Accounts/ Bursar's Office</a>	<ul style="list-style-type: none"> <li>Staff Courtesy</li> </ul>	<ul style="list-style-type: none"> <li>Length of wait (telephone)</li> </ul>	<ul style="list-style-type: none"> <li>The Bursar staff has been instructed to give out alternate phone numbers to students who have questions and the new numbers will be published on the website and in other publications. Further, the staff has been reorganized to allow continuous coverage of the main lines during peak business times (beginning of the semester, payment deadline dates, etc.). Calls that cannot be answered immediately are forwarded automatically to the student reception area and will be answered by one of the staff assigned to that area.</li> </ul>	<ul style="list-style-type: none"> <li>At the beginning of the academic year, the Bursar's Office hired 2 student assistants and additionally temporarily moved a Cashier from the front line to the operator station to fully cover voicemail and email responses from 8-12. This has helped the afternoon coverage so that we can respond to calls &amp; emails the same day through 5:00pm.</li> </ul>

Service Area	Strengths	Key Areas for Improvement	Planned Improvement Actions as of August 2007	Actions Update as of November 2008
<b>SERVICE GROUP - FACILITIES</b>				
<a href="#">Facilities</a>	<ul style="list-style-type: none"> <li>Landscaping and ground</li> </ul>	<ul style="list-style-type: none"> <li>Restrooms (including cleanliness and supplies)</li> <li>Heat, ventilation, air conditioning (room temperature)</li> </ul>	<ul style="list-style-type: none"> <li>FD&amp;O has a custodial staff of 65 and a service contract for 23 additional personnel. Most of the cleaning services are provided Sunday-Thursday between the hours of 10:30pm-7:00am. A small Swing Crew services the SSC and a number of restrooms in the high traffic areas. An even smaller day crew provides emergency cleaning/stocking services. FD&amp;O has reviewed the Swing Shift Operations and reinstated the restroom cleaning for buildings with the heaviest usage. These buildings include: AS House, Clark, DBH, DH, ENG, MQH, SCI, SPX, UPD, and WSQ. Also, custodial services will clean the restrooms in CCB and DMH each afternoon. A log will be maintained in these restrooms – depending upon their condition, restroom cleaning will be adjusted according to need. Further, a temporary sign will be displayed in the restrooms being cleaned between the hours of 3-7pm. The call time for the high use restrooms will be extended until 9pm. If a restroom needs supplies or cleaning, a user can call 4-1990 (or 4-1946 between 5-9pm).</li> <li>Heating, ventilation, air conditioning (HVAC) operations in campus buildings is managed by a centralized energy management and control system. However, there are several buildings on campus (SCI, IS, SPX East, SPX Central, YUH, DMH and Morris Dailey) that are not provided with cooling. Further, other buildings that are cooled have areas within that building that are not cooled and these spaces are identified on a case by case basis. FD&amp;O is implementing a new rigorous planned maintenance program to check and tune the components that convey heating and cooling. Regular pre-planned maintenance and resulting follow-up repairs are being scheduled to respond to customer expectations. A service desk (4-1990) is staffed and trained to interact with customers and the HVAC crews to investigate and respond to customer complaints and emergencies.</li> </ul>	<ul style="list-style-type: none"> <li>Actions taken (i.e., reinstated Swing Shift, added afternoon cleaning to CCB and DMH, maintained log) as planned.</li> <li>Planned actions (i.e., planned maintenance program and follow-up repairs) have been implemented.</li> </ul>

Service Area	Strengths	Key Areas for Improvement	Planned Improvement Actions as of August 2007	Actions Update as of November 2008
<b>SERVICE GROUP - HUMAN RESOURCES</b>				
<a href="#"><u>Benefits Administration</u></a>	<ul style="list-style-type: none"> <li>Professionalism of staff</li> </ul>	<ul style="list-style-type: none"> <li>Easy to use Benefits Services website</li> </ul>	<p><b>EMPLOYEE SUPPORT SERVICES</b></p> <ul style="list-style-type: none"> <li>Design a customer care program. Conduct out of office service calls, i.e., one-on-one interactions that provide meaningful consultation with customers. Services will range from assistance with health benefit enrollments, leave program administration and retirements to training regarding the administration of CMS personnel profiles and administration of payroll time and attendance related issues. Out-of-office service calls should have a positive impact in establishing new partnerships and enhancing existing relationships leading to improved customer satisfaction.</li> </ul>	<ul style="list-style-type: none"> <li>ESS service representatives completed over 330 out-of-office service calls during FY 2007/08. This represents a 64% increase from the previous year and attributed to participation by our payroll representatives. Overall, ESS improved in every category surveyed. On average, we realized a 3.35% increase per category over our FY 2006/07 CSU customer satisfaction survey results. In addition, we are very pleased with the overall 6% increase in accessibility. We believe this improvement is the result of the increased number of out-of-office service calls as well as operational efficiencies associated with self-service eBenefits. Self-service eBenefits has successfully reduced the number of customer visits to Human Resources for benefit enrollments, changes, and miscellaneous actions. Fewer drop-ins and scheduled appointments have had a positive impact by relieving our service representatives of some of their time consuming transactional administrative tasks and have allowed our service representatives to focus more on improving service to customers.</li> <li>In addition, ESS completed the Customer Care Improvement Plan. The improvement plan includes the utilization of a transactional survey to measure customer satisfaction (implemented in June 2008); conducting HR 101 trainings to promote hiring department responsibilities and correct processes to ensure I-9 and FML compliance and the implementation of new faculty benefit orientation workshops to improve accessibility to information and provide greater visibility of our service</li> </ul>
<a href="#"><u>Employee Leave Administration</u></a>	<ul style="list-style-type: none"> <li>Courteous</li> </ul>	<ul style="list-style-type: none"> <li>Advice/ Counseling</li> </ul>		
<a href="#"><u>Payroll Services</u></a>	<ul style="list-style-type: none"> <li>Professionalism of staff</li> </ul>	<ul style="list-style-type: none"> <li>Provides adequate communication regarding matters affecting employees</li> </ul>		
<a href="#"><u>Retirement Services</u></a>	<ul style="list-style-type: none"> <li>Courteous</li> </ul>	<ul style="list-style-type: none"> <li>Timely</li> </ul>		

				representatives. The plan will be implemented during the 2008/09 fiscal year. We expect this program to positively affect next year's survey results.
<a href="#"><u>Staff/MPP Training &amp; Development</u></a>	<ul style="list-style-type: none"> <li>Ease of registering for classes via the web</li> </ul>	<ul style="list-style-type: none"> <li>Relevant (to your job) course offerings</li> </ul>	<b>ORGANIZATIONAL DEVELOPMENT &amp; TRAINING</b> <ul style="list-style-type: none"> <li>No customer excellence initiatives/actions are planned at this time.</li> </ul>	
<a href="#"><u>New Staff/MPP Campus Orientation</u></a>	<ul style="list-style-type: none"> <li>Courteous</li> </ul>	<ul style="list-style-type: none"> <li>Timely</li> </ul>		
<a href="#"><u>Staff/MPP Classification &amp; Compensation Services</u></a>	<ul style="list-style-type: none"> <li>Professionalism of staff</li> </ul>	<ul style="list-style-type: none"> <li>Timely response to your request</li> </ul>	<b>WORKFORCE PLANNING</b> Implement a customer care plan. Using available data from the 2007 CSU Customer Satisfaction Survey, a profile will be drafted of the known customer service needs/wants. As part of delivering eRecruit, a complete review of the workforce planning processes related to recruitment will be conducted to identify actions for improving customer service (improved timeliness, accuracy, status reporting). A customer recognition process will be developed to provide positive recognition for customers who contribute to the smooth functioning of the workforce planning processes (i.e., complete documents; timely response to queries, etc.). Presentations will be delivered to customers to increase awareness of the services, processes, timelines, restrictions and outcomes of workforce planning. Transactional customer satisfaction surveys will be administered on an ongoing basis. The results of the transactional customer satisfaction surveys will provide information regarding the progress of improvement efforts (i.e., professionalism, communication, problem resolution, and advice/consultation). Known service needs such as timeliness, status and accessibility will be targeted for clearer understanding to develop actions for improving results.	<ul style="list-style-type: none"> <li>In June 2008, Workforce Planning went live with e-recruit, the online application process. With this, San José State University has joined a select few Universities in the CSU System that have implemented this process. This new process has eliminated paper flow for managers and HR staff, allowing SJSU to follow a green practice, but most importantly it allows applicants to apply online anytime anywhere in the world. Workforce Planning Unit also created a Selection and Recruitment guide to present a professional image and to provide better guidance to hiring managers, committee members and HR contacts during the hiring process. This guide provides basic information about policies, practices, and legal considerations. It also includes detailed information about the required paperwork needed in order to complete this process.</li> <li>Moreover, in order to promote and provide applicants with valuable information about San José State University, the Workforce Planning Unit partnered with University Advancement to create a candidate packet. This packet includes information about benefits, the campus community, SJSU Points of Pride and Facts &amp; Maps. Applicants walk away from their campus</li> </ul>
<a href="#"><u>Staff/MPP Recruitment Assistance</u></a>	<ul style="list-style-type: none"> <li>General satisfaction with quality of hires</li> </ul>	<ul style="list-style-type: none"> <li>Timeliness of hiring process for staff/management positions</li> </ul>		

				<p>interview with a small packet holding information on why working at SJSU is unique.</p> <p>Note on recruitments: The target of an average cycle time of less than 80 days from post to offer was met with an average of 77 days from a total of 177 recruitments.</p> <p>Note on Class/Comp: Compared to last year's CSU Customer Satisfaction Survey results, our ratings for class comps – timely response to requests increased by 14.4% and for class comps – staff knowledge increased by 10.4%. These were the biggest improvements for all of HR.</p>
<a href="#"><u>Diversity and Compliance/ EEO Services</u></a>	<ul style="list-style-type: none"> <li>• Courteous</li> </ul>	<ul style="list-style-type: none"> <li>• Timely</li> </ul>	<p><b>COMPLIANCE</b></p> <ul style="list-style-type: none"> <li>• Establish an equal opportunity task force for the university to investigate EO complaints and act as an advisory body, overseeing equal opportunity in other areas of SJSU.</li> <li>• Increase the percentage of employee relations cases resolved in-house. The resolution of grievances is paramount to maintaining a good relationship with the University's represented workforce.</li> <li>• Implement training for Managers on Workers' Compensation Process. Workers' compensation claims are time sensitive. Timely reporting of claims to our claims administrator is critical to maximizing the claim settlement process window.</li> </ul>	<ul style="list-style-type: none"> <li>• The Equal Opportunity Task Force was established to investigate EO complaints and to act as an advisory body, overseeing equal opportunity in other areas of SJSU. This task force contributed to higher on-time response rate on complaints.</li> </ul>
<a href="#"><u>Staff Grievance &amp; Complaint Process Only (Non EEO)</u></a>	<ul style="list-style-type: none"> <li>• Courteous</li> </ul>	<ul style="list-style-type: none"> <li>• Timely</li> </ul>		<ul style="list-style-type: none"> <li>• Developed SJSU Labor-Management committees and conducted management training, emphasizing a strong commitment to our employees and improving our ability to resolve grievances at the University level. Sixty-five percent of the cases were resolved in-house, a 30% increase from last FY. Through an interest based philosophy, issues are addressed at the lowest level, before it manifests into higher level grievance. Issues raised are thoroughly investigated to resolve the issue rather than a position.</li> </ul>
<a href="#"><u>Workers' Compensation Process</u></a>	<ul style="list-style-type: none"> <li>• Courteous</li> </ul>	<ul style="list-style-type: none"> <li>• Advice/ Counseling</li> </ul>		<ul style="list-style-type: none"> <li>• Implemented a Workers' Compensation Return-to-Work program that improved the rate of bringing injured workers back to work within the range of modified duties. Training courses for managers was delivered to help reinforce the program and the proper handling of work-related incidents.</li> </ul>

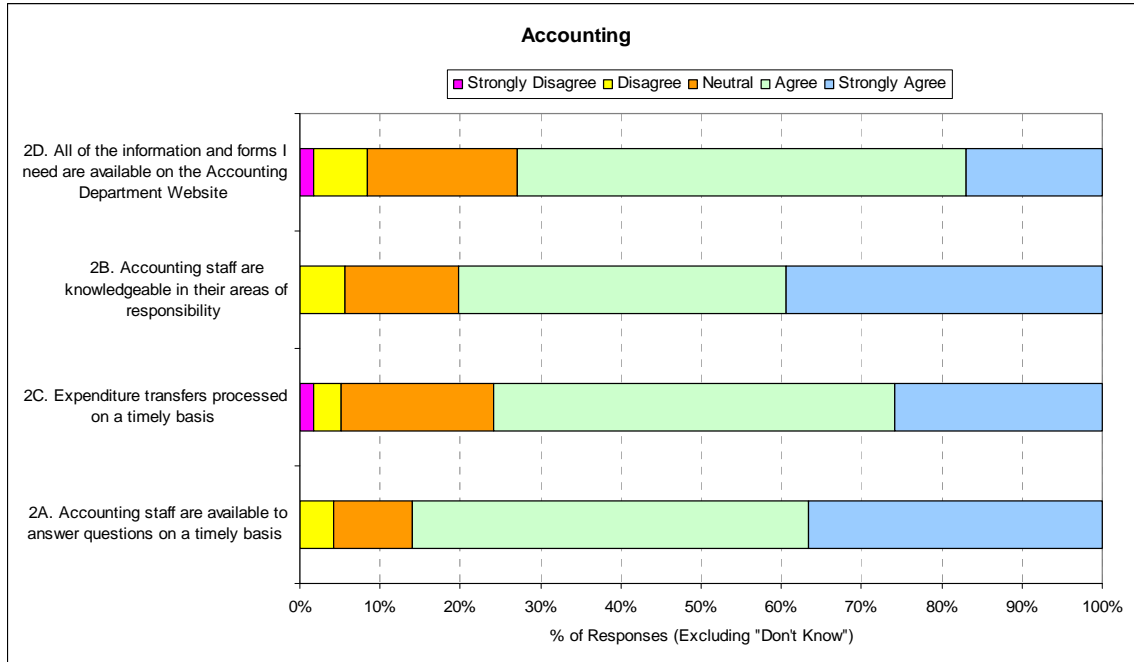
<p><a href="#"><u>Human Resources Website</u></a></p>	<ul style="list-style-type: none"> <li>• Accessible</li> </ul>	<ul style="list-style-type: none"> <li>• User-Friendly</li> </ul>	<p><b>ADMINISTRATIVE SERVICES</b></p> <ul style="list-style-type: none"> <li>• Implement a redesigned website that is more marketable to external customers and more user-friendly for internal customers.</li> <li>• Implement the managers' toolkit (MPP intranet).</li> </ul>	<ul style="list-style-type: none"> <li>• The new redesigned HR web site was launched in February 2008. As the largest administrative website on campus, HR was one of the first who had full accessible web pages for everyone who uses assistive technology. Sections for faculty, staff, student, and confidential employees were also created to contain information that applies only to the particular group. A new work-life effectiveness section was added that contains tools to help everyone manage their work-life balance and have a sense of well-being and belonging at SJSU. Moreover, the Career Opportunities section includes not only job listings, but also contains new information about what it's like to work at SJSU and what it's like to live and work in San José.</li> <li>• A new Managers Toolkit was created that contains forms, information and resources to help managers manage their employees.</li> </ul>
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Service Area	Strengths	Key Areas for Improvement	Planned Improvement Actions as of August 2007	Actions Update as of November 2008
<b>SERVICE GROUP - UNIVERSITY POLICE</b>				
<p><a href="#">Parking</a></p>	<ul style="list-style-type: none"> <li>Cleanliness of Parking lots &amp; structures (clean of debris, dirt, etc.)</li> </ul>	<ul style="list-style-type: none"> <li>Availability of parking spaces</li> <li>Availability of emergency telephones in and around parking areas</li> </ul>	<ul style="list-style-type: none"> <li>The main campus parking facilities fill to capacity during peak times (Monday-Thursday 8:30am to 12:30pm). In order to meet the parking demand, Parking Services offers the Park and Ride shuttle program at south campus. The Park and Ride lots are available all day Monday through Thursday and free shuttle service to the main campus is provided by the Spartan Express buses. Parking fees at the Park and Ride lots have been reduced to half the price of parking on the main campus in order to promote the usage of south campus parking. This alternative to parking on the main campus is advertised on a post card mailed to each student and employee at the beginning of each semester. Additionally, students purchasing decal permits are provided a book mark explaining the Park and Ride service. When the garages fill to capacity, Parking Services' employees post signs stating the garage is full and to use Park and Ride. Parking Services recently purchased electronic changeable message signs which will be used to inform the campus community about parking availability. Further information is available on the <a href="http://www.sjsu.edu/parking">Parking Services</a> web page (<a href="http://www.sjsu.edu/parking">http://www.sjsu.edu/parking</a>). Most recently, Lot 4 (on 10<sup>th</sup> Street near the ATM machines) was returned by the University to the parking inventory which added approximately 175 parking spaces on the main campus.</li> <li>Bluelight telephones are available on each floor of each parking garage. The North Garage is currently being retrofitted for new pay stations and Bluelight telephones. The infrastructure has been installed for the telephones, but the phones have not been purchased yet. The new phones are to be a pilot program for the Wide Area Emergency Broadcast System and they will be available beginning in October 2007. We are doubling the number of phones from one per floor to two per floor in the North Garage. In addition, we have designed a sign to help identify and explain the purpose of the Bluelight phones. These signs will be installed in December 2007. The West Garage has a high number of Bluelight phones, but some are not very visible. The relocation of the phones is currently being considered.</li> </ul>	<ul style="list-style-type: none"> <li>A campus wide email was sent out to all students advertising on-line parking permit sales, Park and Ride Shuttle service and a warning about limited parking. We have also been using large electronic changeable message signs to let parkers know the garages are full and to use the Park and Ride Lot. The signs are visible a block away from campus so parkers can turn away before entering the garage. In addition to the changeable message signs, a Highway Advisory Radio was recently delivered and will be installed in the near future. This will allow us to broadcast parking information on 1710AM radio so parkers can listen to the radio and go straight to Park and Ride when main campus is full.</li> <li>The North Garage received new blue light phones in the spring of 2008. We have redesigned the blue light phone signs that were planned for December 2007. These signs will soon be in production and should be installed in December 2008. The new signs are larger and include information for the escort program. These larger signs will bring more attention to the existing blue light phone and notify the public that they can also be used for non-emergency calls.</li> </ul>

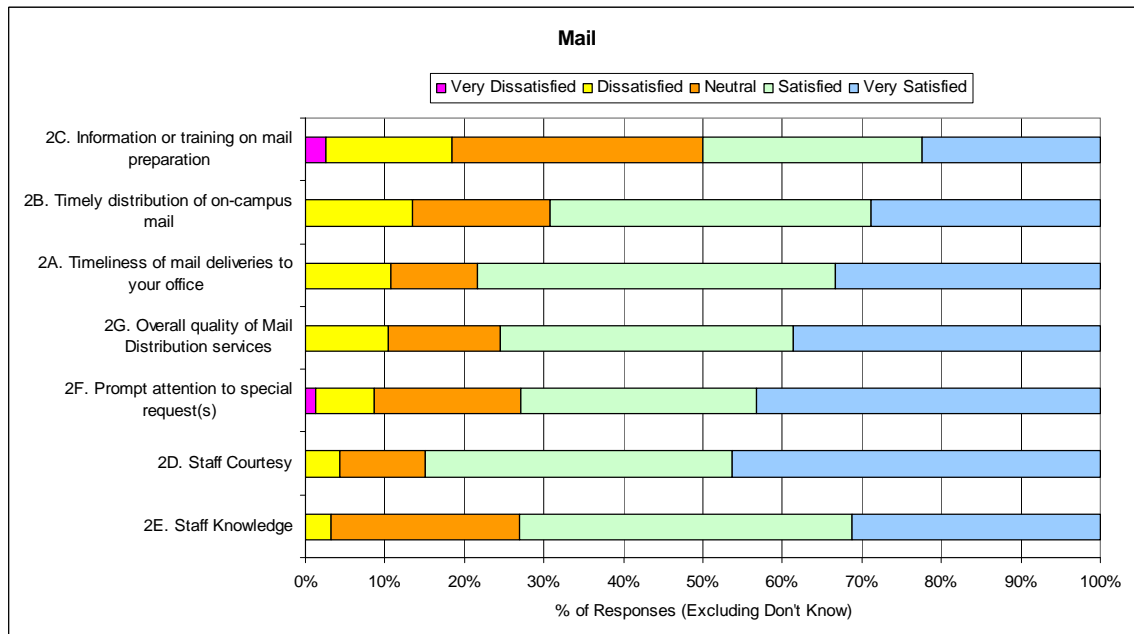
<p><u>Police</u></p>	<ul style="list-style-type: none"> <li>Ease of contact with University Police</li> </ul>	<ul style="list-style-type: none"> <li>Presence of uniformed personnel on foot patrol</li> <li>Procedure for reporting crimes</li> </ul>	<ul style="list-style-type: none"> <li>In order to address concerns regarding the presence of uniformed personnel on campus, UPD has instituted a mandatory program beginning August 2007 to increase the use of foot and bicycle patrol in order to be more visible and accessible to its campus constituents. Part of this initiative includes the training of personnel in bicycle patrol procedures and the purchase of new patrol bikes. To date, 12 UPD Officers have been trained and 12 new bicycles have been purchased. Staffing permitting, officers will also be assigned foot patrol duties to get them out of their patrol vehicle and into the campus community.</li> <li>There are several avenues available to our community when reporting a crime on campus:             <ul style="list-style-type: none"> <li>Dial 911 from a campus phone for emergencies</li> <li>Dial 924-2222 to report non-emergencies</li> <li>Use one of the numerous Bluelight phones located on campus</li> <li>Come directly to UPD and speak with an Officer</li> <li>Send an email to <a href="mailto:police@email.sjsu.edu">police@email.sjsu.edu</a></li> <li>Call the UPD Tip Line 924-2236</li> <li>Make an online <a href="http://www.sjsupd.com/pages/resources/onlinereport.html">Confidential Crime Report</a> (<a href="http://www.sjsupd.com/pages/resources/onlinereport.html">http://www.sjsupd.com/pages/resources/onlinereport.html</a>)</li> </ul> </li> </ul> <p>All of these avenues are discussed in the new student orientations as well as at crime prevention presentations given to employees and residents of campus/international housing. They are also on the <a href="http://www.sjsupd.com/">UPD</a> website (<a href="http://www.sjsupd.com/">http://www.sjsupd.com/</a>) in the <a href="#">Annual Safety Report</a> (<a href="http://www.sjsupd.com/asr">http://www.sjsupd.com/asr</a>) on police vehicles, and discussed at the <a href="#">Annual Safety Fair</a> (<a href="http://www.sjsupd.com/pages/admin/copps-sf.html">http://www.sjsupd.com/pages/admin/copps-sf.html</a>). UPD distributed Safety Bulletins to the campus at the beginning of the 2007 Fall Semester which included reminders about safety tips and provided UPD contact information. UPD also distributed a specific Safety Alert to Housing explaining that there had been a rash of recent burglaries in Housing and gave related safety tips. This Alert also provided UPD contact information for crime reporting purposes. The Safety Bulletin information containing crime reporting procedures was also printed in the Spartan Daily at the beginning of the 2007 Fall Semester.</p> <ul style="list-style-type: none"> <li>UPD will continue to advertise and promote crime reporting avenues to our campus community and will strive to increase the opportunities for advertisement such as in brochures and crime prevention presentations. Additionally UPD is participating with Student Affairs in the “My Safe Campus” program which allows for anonymous phone calls to UPD.</li> </ul>	<ul style="list-style-type: none"> <li>UPD has trained and certified an additional three officers in bicycle patrol and has set a goal of training half of the sworn officer staff in the department. Bicycle patrol is encouraged by the Operations Captain and tracked in ARMS.</li> <li>In regards to foot patrol, our staffing levels are good and the Operations Captain has related his expectations to patrol that they are to increase their foot patrol time as well as log it into the ARMS system through dispatch so we may measure and track our progress.</li> <li>In regards to Procedures for reporting crimes, we continue to have several ways to report crimes. However, we acknowledge that many people don’t really pay much attention to all of the procedures until they really need to do it. UPD will continue to make every effort to communicate to the public the various ways to report a crime.</li> </ul>
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**APPENDIX**

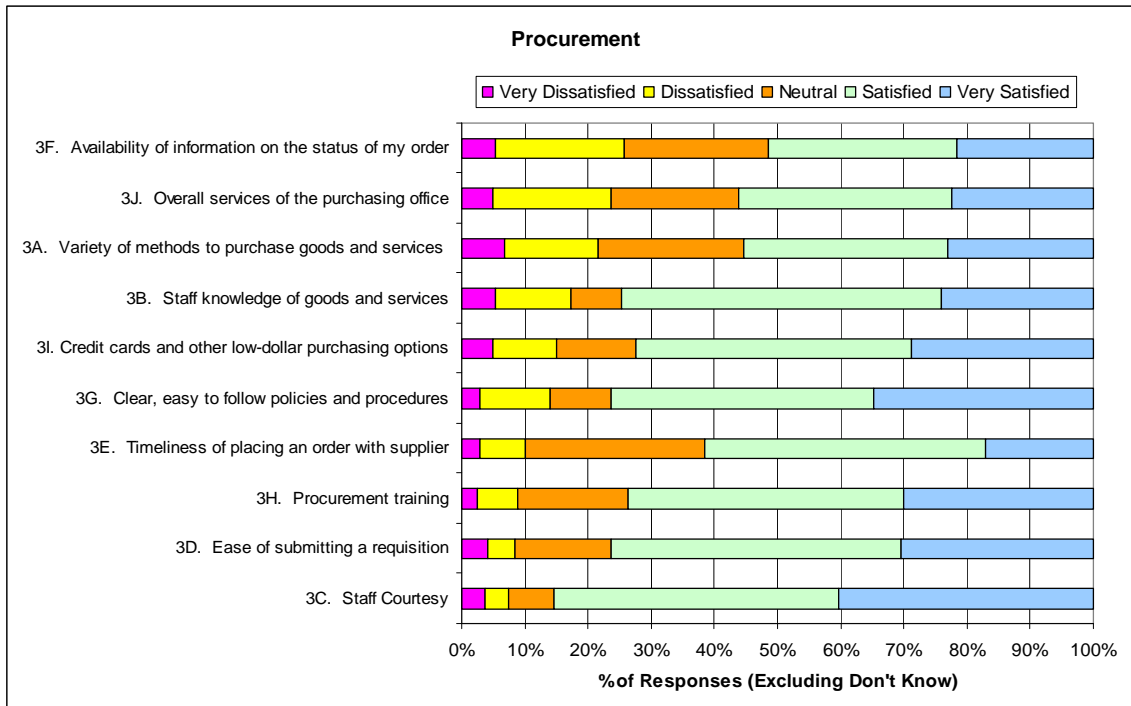
**2007 Survey  
San Jose  
Accounting**



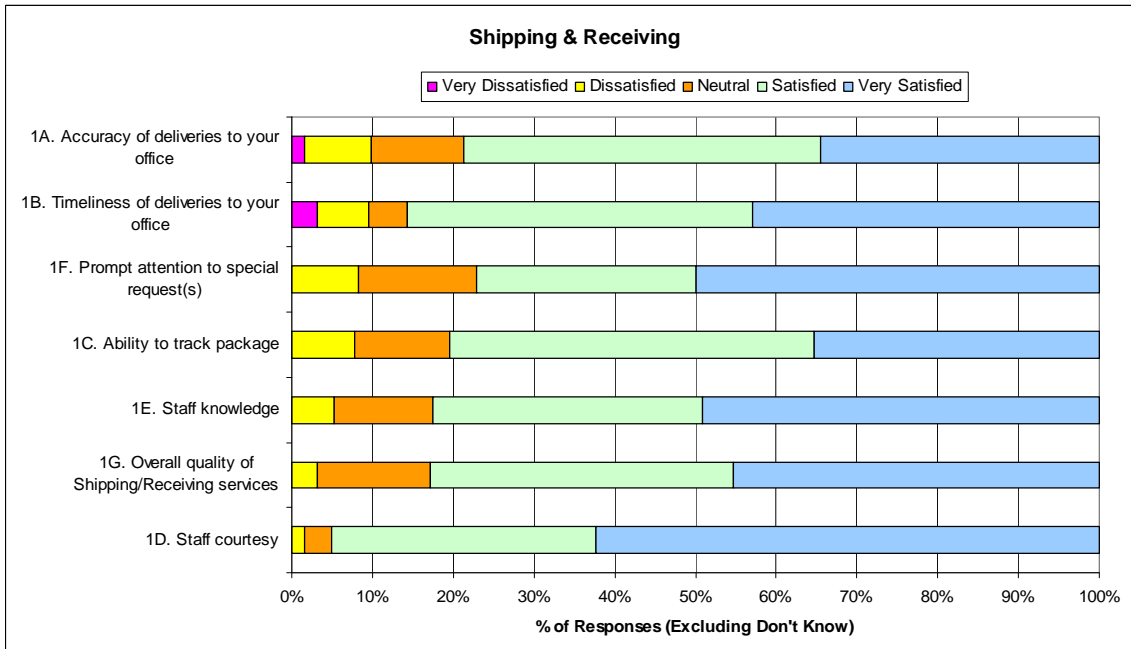
**2007 Survey  
San Jose  
Mail**



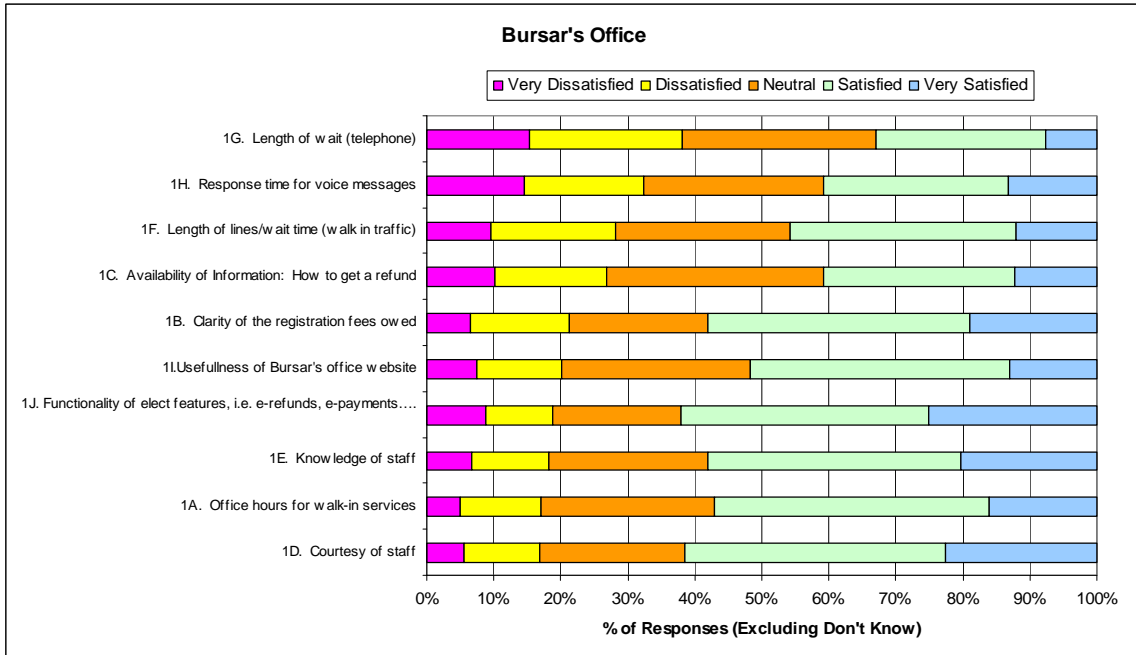
2007 Survey  
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Procurement



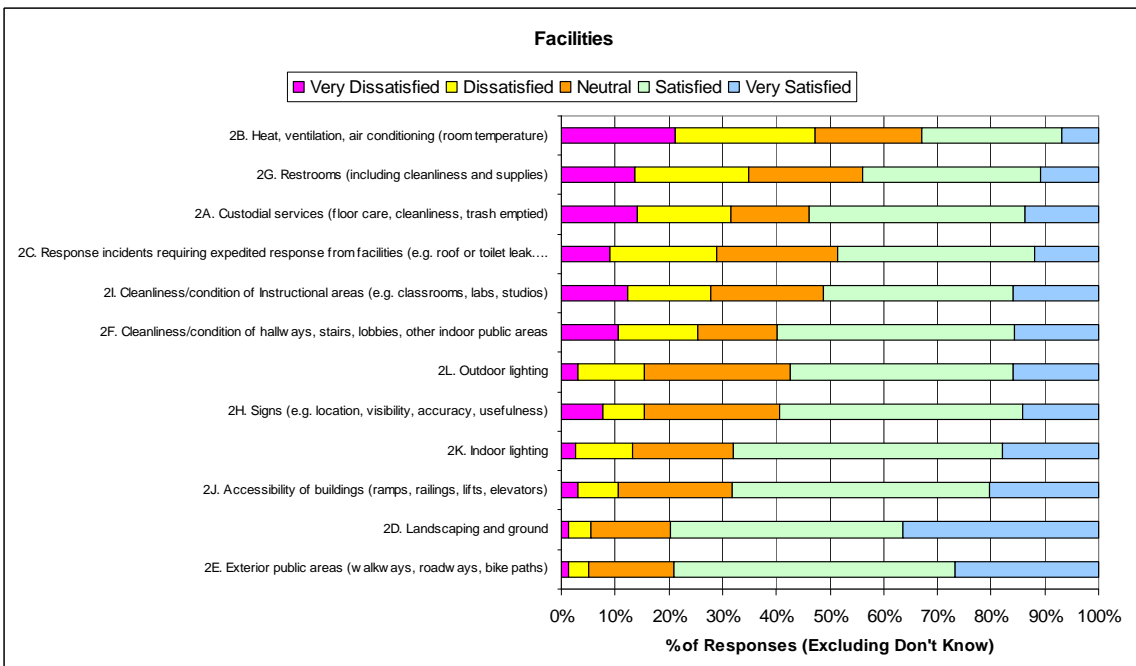
2007 Survey  
San Jose  
Shipping & Receiving



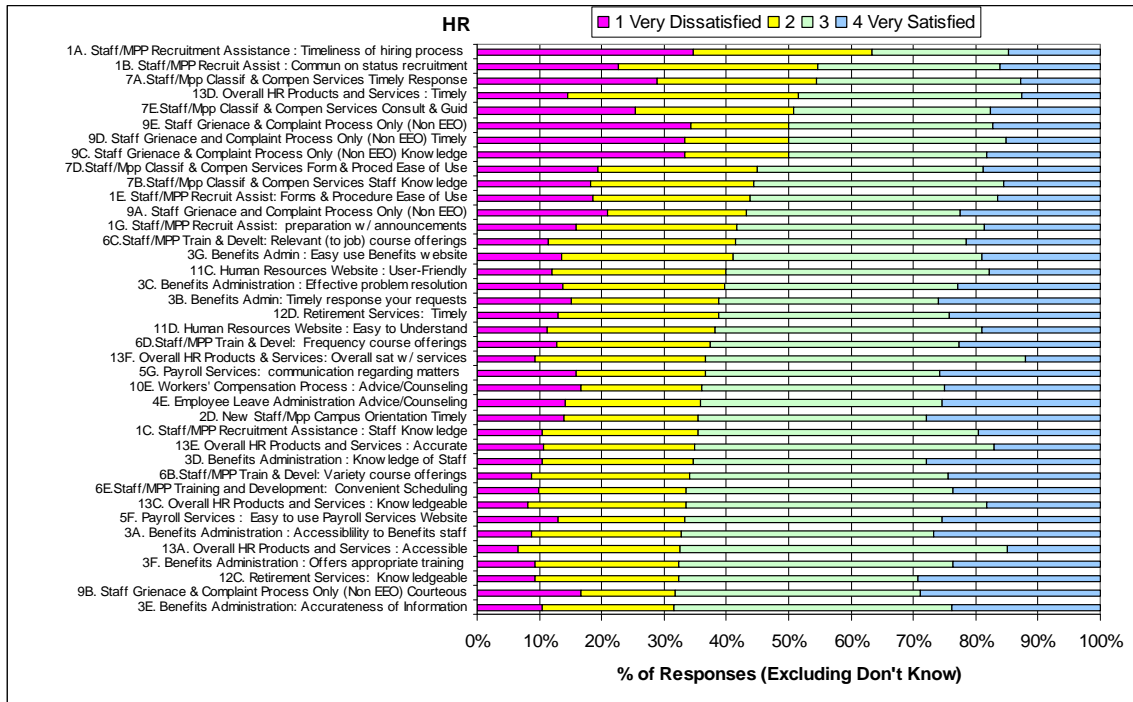
2007 Survey  
San Jose  
Bursar's Officer



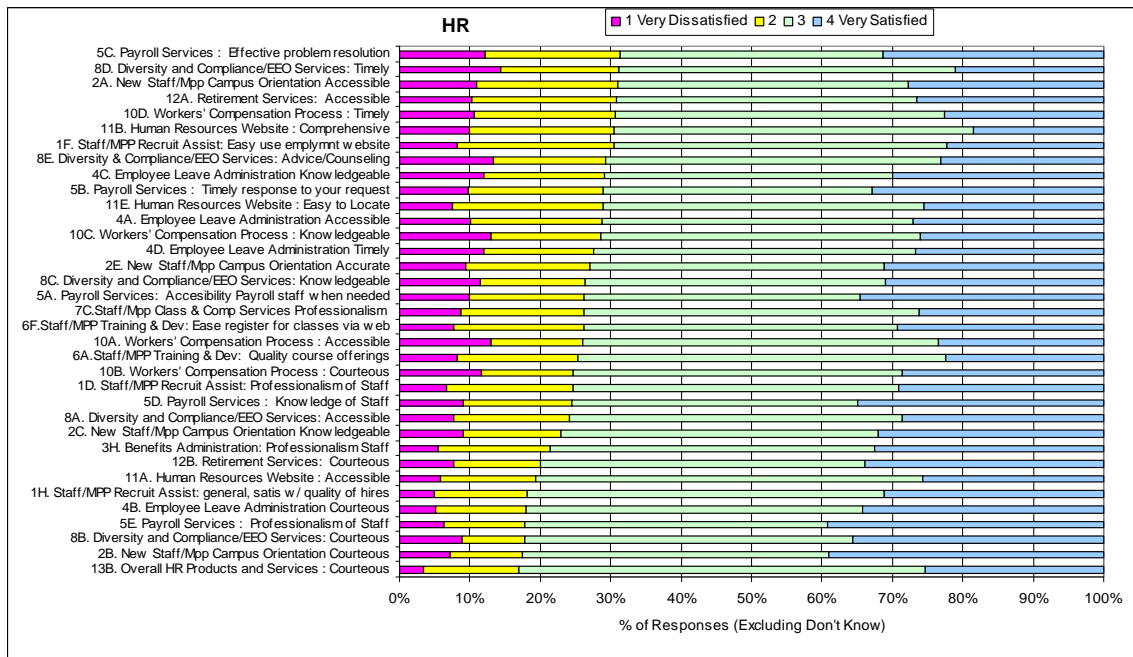
2007 Survey  
San Jose  
Facilities



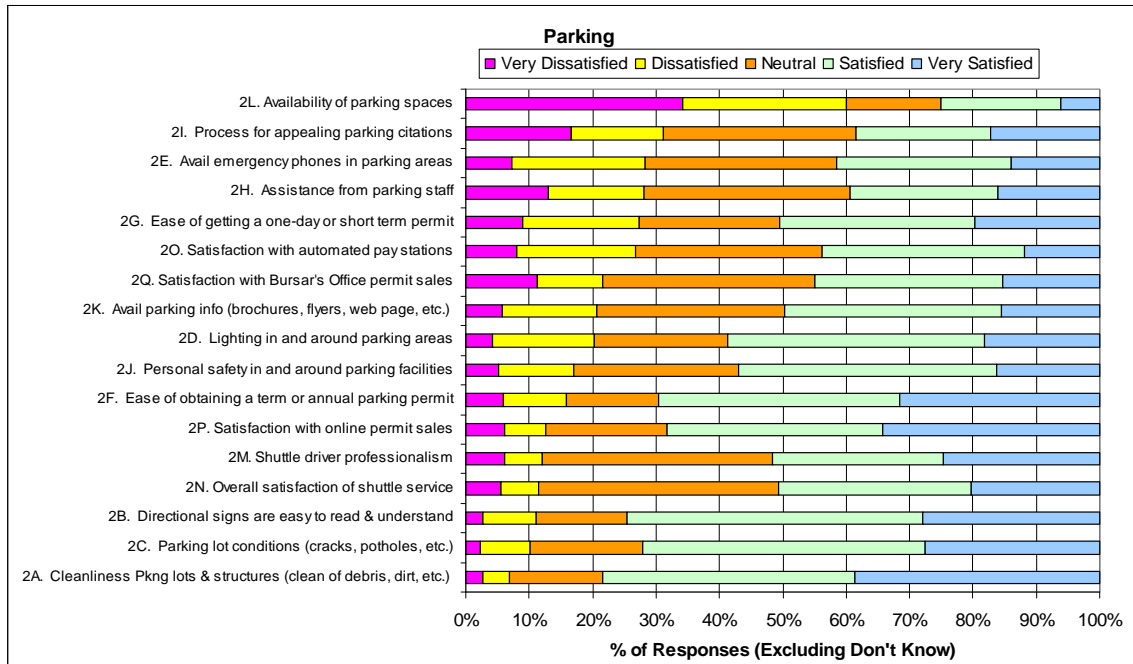
2007 Survey  
San Jose  
Human Resources



2007 Survey  
San Jose  
Human Resources



**2007 Survey  
San Jose  
Parking**



**2007 Survey  
San Jose  
Police Services**

