

## ***BRC CUSTOMER SATISFACTION/FEEDBACK SURVEY***

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*Your feedback is important to us. It will assist us in improving our service to UCOP departments. Thank you in advance for taking the time to complete our Customer Satisfaction Survey. If you prefer, electronic forms are available at <http://www.ucop.edu/brc/> and can be submitted via email to [brc@ucop.edu](mailto:brc@ucop.edu).*

**1) Please identify your role at UCOP**

- Department Head .....
- Department Staff .....
- SRCT.....
- Other (please describe) ..  \_\_\_\_\_

**2) How often do you interact with the BRC?**

- Daily .....
- Weekly .....
- Monthly.....
- Less than monthly .....
- Never .....

*In responding to these survey questions, please consider your experiences and interactions with the BRC during the last 6 months. Also, if you rate any attribute “Sometimes” or “Seldom,” we ask that you provide us with specific comments or details so that we are better able to focus our improvement efforts.*

**3) When you interact with the BRC, is BRC staff:**

Professional?	Knowledgeable?	Courteous?	Helpful?
Almost Always ..... <input type="checkbox"/>	Almost Always..... <input type="checkbox"/>	Almost Always..... <input type="checkbox"/>	Almost Always ..... <input type="checkbox"/>
Often ..... <input type="checkbox"/>	Often ..... <input type="checkbox"/>	Often..... <input type="checkbox"/>	Often..... <input type="checkbox"/>
Sometimes..... <input type="checkbox"/>	Sometimes ..... <input type="checkbox"/>	Sometimes ..... <input type="checkbox"/>	Sometimes..... <input type="checkbox"/>
Seldom..... <input type="checkbox"/>	Seldom ..... <input type="checkbox"/>	Seldom ..... <input type="checkbox"/>	Seldom..... <input type="checkbox"/>
Not applicable/No basis .. <input type="checkbox"/>	Not applicable/No basis.. <input type="checkbox"/>	Not applicable/No basis.. <input type="checkbox"/>	Not applicable/No basis . <input type="checkbox"/>

**4) Does BRC staff process your transactions within 3 business days of delivery to the BRC?**

- Almost Always.....
- Often.....
- Sometimes.....
- Seldom.....
- Not applicable/No basis..

**5) If you have questions about your transactions, does BRC staff provide clear explanations and guidance?**

- Almost Always.....
- Often.....
- Sometimes.....
- Seldom.....
- Not applicable/No basis..

**6) When you need to contact BRC staff during working hours, are they accessible?**

- Almost Always.....
- Often.....
- Sometimes.....
- Seldom.....
- Not applicable/No basis..

**7) How do you generally contact the BRC?**

- Telephone .....
- E-mail .....
- Fax .....
- In person .....
- Other (please describe)....  \_\_\_\_\_

**8) Is this your preferred method of contacting the BRC?**

- Yes .....
- No .....

**9) If no, how would you prefer to contact the BRC?**

- Telephone .....
- E-mail .....
- Fax .....
- In person .....
- Other (please describe)....  \_\_\_\_\_

**10) Overall, how well is BRC staff meeting your customer service needs?**

- BRC staff almost always meet my customer service needs. ....
- BRC staff often meet my customer service needs. ....
- BRC staff sometimes meet my customer service needs.....
- BRC staff seldom meet my customer service needs.....
- Not applicable/No basis.....

**Comments**

*We invite and welcome your feedback and suggestions on how we are delivering services to UCOP departments. If you have feedback, either positive or negative, on BRC services or suggestions about how we can improve our current services or expand our service offerings to better serve UCOP departments, please provide your comments below. Also, please use this section to provide us with specific comments or details for any ratings of "Sometimes" or "Seldom." We will take all comments into consideration as we strive to make the BRC a dynamic and valued UCOP resource.*

**Would you like a BRC manager to contact you?**

- Yes (please provide your contact information below)
- No

Contact Info: \_\_\_\_\_

*Thank you for completing this survey! Return your completed form to the specially marked box in room 9303 near the team mailboxes, or you may send electronically by clicking the SUBMIT box below.*