

1) Who are our customers?

There are many departments within the Controller's Office, each of whom serve a wide and varying range of customers. There are significant overlapping categories of customers between departments within the Controller's Office and also there are some areas who serve unique customers. Virtually all areas in the Controller's Office serve university administrators, faculty and students. There are also customers who primarily deal with only one area of the Controller's Office. For example, Endowment and trust accounting deals more with donors to the University than all other Controller's Office areas combined. Grants and Contract accounting is the primary area that deals with entities that provide sponsored research. Students and their parents primarily deal with Student Receivables and The Student Loans Offices regarding their bills and loans, while anyone receiving a paycheck had dealt with the Payroll Office at one time or another. Government agencies also with respective areas within the Controller's Office. IRS and county agencies deal with sponsors while federal health agencies such as NIH deal with Grants and Contracts Accounting. PeopleSoft users deal primarily with the information systems area of the Controller's Office. Banks and outside vendors would deal with General Accounting regarding banking transactions. Managements Centers and the Office of Planning and Budgets are the primary customers of Plant Accounting. Of course, we consider all others in the Controller's Office to also be our customers.

2) What are the goals and objectives of customer service in your area?

The Controller's Office strives to provide optimal satisfaction with every customer service encounter. In general, our goal is to make sure the customer receives the absolute best resolution to the problem or issue raised, or to make certain that we put the customer into contact with someone who can provide the service they need. The Controller's Office also strives to provide such service in a respectful, professional and courteous manner so that the customer looks forward to working with us again. In the event that there may be regulatory or statutory prohibitions regarding the achievement of a customer's service goal(s), the Controller's Office strives to attain the best possible alternative available. The Controller's Office continues to be a high quality resource of information to all customers departments, faculty, and staff as well as students and parents. Our web page contains link to the most recent government pronouncements and web sites as they affect sponsored programs and tax reporting issues. We also strive to have every Controller's Office form that a customer may need available on our web site in a format that allows the customer to complete the form on-line and either print it out or send it electronically to another party. Another service objective is to provide high quality training for the campus community, and to make certain that training materials are consistent among and between training sessions and that training materials are available on line through the web-site. The Controllers Office conducts a monthly empowerment meeting to discuss and address service issues that comes to the surface. Also, we meet annually to focus exclusively on service goals as part of the annual reporting process.

3) How will we know as a department that our service goals are being met?

The Controller's Office solicits feedback from a variety of sources. In addition to emails and other correspondence, feedback is received during our annual individual meetings with each and every Management Center. The head of each area of the Controller's Office attends each meeting (or their designate), which provides a forum for the Management Center to air its concerns. We also make certain that we directly elicit service feedback by asking each Management Center "How we can provide better service than you are now receiving." We also receive service feedback during the eleven training seminars that we conduct with the Office of Material Support. Each of the eleven seminars conducted annually focuses on a different subject. The Controller's Office also sends a staff member to a variety of standing groups such as the Administrator's Forum of The School of Medicine, and The Office of Sponsored Projects-Grants Accounting monthly meeting with Management Centers, and Management Center Departmental meeting as requested.

We also strive to maintain measurable service goals including regular payroll cut-offs, reporting goals associated with sponsored projects, endowments, internal revenue service, student billing for loans and tuition accounts, etc. We also strive to continually improve on meeting mandatory deadlines such as the distribution of expense statements, while setting new records for distribution of W-2's that is among the best practices in the industry. During our monthly empowerment meetings, quality performances are recognized through our employee of the month program. This program is based upon feedback received from individuals or groups outside the Controller's Office, usually in the form of emails or other written correspondence. There are also several opportunities for customers to submit written requests or concerns via our "ask the Controller" section of our web page. The Controller's Office has set service standard for returning calls and responding to emails within one business day or less. Service goals are also addressed as part of each employee's annual review and mid-year evaluation.

[Submit a customer service idea](#)