

EXPRESS CARD PROGRAM SURVEY 2008

This is a two part survey, one related to Customer Service and one related to Program Functions of ECUManager, Cardholder and Transaction Queries. Your feedback is important to us as we are dedicated in providing the best customer service and resources for your business needs.

Please print, complete and submit this survey; either fax to (858)534-4621 or campus mail to EXPT/0955.

PART ONE: CUSTOMER SERVICE

I participate in the following role/s of Express Card (EC) program (check each one that applies)

Cardholder EC Department Administrator (ECDA) Assistant to ECDA Transaction Reviewer

My methods of communicating and obtaining information are: (check each one that applies)		
Blink: <input type="checkbox"/> EC main menu <input type="checkbox"/> Specific topic pages	Emails: <input type="checkbox"/> expresscard@ucsd.edu <input type="checkbox"/> replies to emails from Express Card Program Administrator <input type="checkbox"/> directly to an Express Card Program Team (ECPT) Member	Phone: <input type="checkbox"/> Express Card Hotline 534 1970 <input type="checkbox"/> Directly to an ECPT Member

My overall level of customer service satisfaction on: (circle the number that signifies your answer)					
	Excellent	Very Satisfied	Satisfied	Not Very Satisfied	Not at All Satisfied
Response Time	5	4	3	2	1
Information Provided	5	4	3	2	1
Quality of Service	5	4	3	2	1
General Customer Service	5	4	3	2	1

My comments about the Customer Service I have received in the last 12 months:

PART TWO: RESOURCES / TOOLS (ECManager, Cardholder Query, Transaction Query)

ECManager – web application for Card & Role Management, Redistribution and Queries

I use ECUManager: Daily Weekly Monthly Other: _____ Never used

I use the following tools on ECUManager: (check each one that applies)		
Card Management: <input type="checkbox"/> Create / Add new card <input type="checkbox"/> View / Edit / Cancel cards	Roles Management: (Assistant to ECDA / Transaction Reviewer) <input type="checkbox"/> Create / View / Edit roles <input type="checkbox"/> Assign / transfer cards to Transaction Reviewers	Redistribution: <input type="checkbox"/> Redistribute transactions from email link <input type="checkbox"/> Redistribute transactions from ECUManager <input type="checkbox"/> Add comments to redistributed transactions <input type="checkbox"/> Print / copy pending transactions report

The things I like best about ECUManager:

My suggested changes for ECManager:

I use the Cardholder Query: Daily Weekly Monthly Other: _____ Never used

The things I like best about the Cardholder Query:

My suggested changes for the Cardholder Query:

I use the Transaction Query: Daily Weekly Monthly Other: _____ Never used

The things I like best about the Transaction Query:

My suggested changes for the Transaction Query:

My overall level of satisfaction on the Resources / Tools for: (circle the number that signifies your answer)

	Excellent	Very Satisfied	Satisfied	Not Very Satisfied	Not at All Satisfied
Card Management	5	4	3	2	1
Roles Management	5	4	3	2	1
Redistribution	5	4	3	2	1
Queries / Reports	5	4	3	2	1
Resource Support	5	4	3	2	1

My ideas for Resources/Tools improvements: