STATE OF CALIFORNIA                                                        STEVE WESTLY,
                                                                    California State Controller

STATE CONTROLLER'S OFFICE
PERSONNEL/PAYROLL SERVICES DIVISION
P. O. BOX 942850
Sacramento, CA 94250-5878


DATE: December 29, 2004                    LEAVE ACCOUNTING LETTER #04-030


TO:       All Agencies/Campuses in the California Leave Accounting System (CLAS)

FROM:     JOHN R. HARRIGAN, Chief
          Personnel/Payroll Services Division

RE:       **2004 CUSTOMER SATISFACTION SURVEY RESULTS**

          The State Controller's Office, Personnel/Payroll Services Division, has completed the 2004
          California Leave Accounting System (CLAS) Customer Satisfaction Survey and is pleased to
          share the results.  This survey focused on how well the CLAS is satisfying customer needs in
          specific areas of Program Performance, Professionalism, Communication, and Training.

          The last CLAS Customer Satisfaction Survey was conducted in October 2002.  The 2004
          survey contained the same questions used in 2002, to provide for a comparison between both
          surveys.  The 2004 survey was sent to 128 Civil Service Transactions Supervisors and 19
          California State University Payroll Managers.  The 2004 survey had an exceptional response
          rate of 86 percent (126 surveys returned), which clearly indicates that you, our customers, feel
          your input is valued and has/will be used to implement improvements that enhance our
          service level.

          The attached provides 2004 versus 2002 Customer Satisfaction result comparisons, and 2004
          survey results by each of the four categories, including a sampling of survey write-in
          comments/suggestions.  Also included are CLAS Enhancement Suggestions.  Our overall
          2004 customer satisfaction rating of 97.5% remained the same as the 2002 rating, indicating
          continued satisfaction with our customer service level.

          During the upcoming months, we will continue to review and evaluate all 2004 survey ratings
          and comments/suggestions, which provide an excellent tool for identifying and implementing
          CLAS improvement opportunities.

          Your time and effort in participating in this year's survey is greatly appreciated.  Please
          remember that our focus is on you, our customers, and your input has identified areas
          where we can enhance our customer service level.

          Should you have questions regarding the survey results, please contact the Leave
          Accounting Liaison Unit at (916) 327-0756.


          JRH:DK:CLAS

**STATE CONTROLLER'S OFFICE**
**CALIFORNIA LEAVE ACCOUNTING SYSTEM**
**2004 vs 2002 CUSTOMER SATISFACTION SURVEY**
**COMPARISON REPORT**

| Rating | 2004 | 2002 | Difference |
|---|---|---|---|
| Overall Satisfaction | 97.5% | 97.5% | No Difference |

| Satisfaction Level | 2004 | 2002 | Difference |
|---|---|---|---|
| Very Satisfied | 47.5% | 46.9% | .6% |
| Satisfied | 50.0% | 50.6% | (.6%) |
| Dissatisfied | 2.4% | 2.4% | No Difference |
| Very Dissatisfied | 0.1% | 0.1% | No Difference |

| Category | 2004 | 2002 | Difference |
|---|---|---|---|
| Program Performance | 96.8% | 97.2% | (0.4%) |
| Professionalism | 99.4% | 98.9% | 0.5% |
| Communication | 97.5% | 97.4% | 0.1% |
| Training | 96.7% | 96.4% | 0.3% |

**STATE CONTROLLER'S OFFICE**
**CALIFORNIA LEAVE ACCOUNTING SYSTEM**
**2004 CUSTOMER SATISFACTION SURVEY**

| Program Performance | Very Satisfied | Satisfied | Dissatisfied | Very Dissatisfied |
|---|---|---|---|---|
| Overall Results | 40.2% | 56.6% | 2.9% | 0.3% |
| Ease of Use | 45.6% | 53.6% | 0.8% | 0.0% |
| Ease of Inputting Monthly Attendance | 49.6% | 48.8% | 1.6% | 0.0% |
| Employment History Interface | 30.8% | 61.5% | 6.8% | 0.9% |
| Benefits Tracked | 47.0% | 50.4% | 2.6% | 0.0% |
| CLAS Monthly Accrua Process | 44.8% | 52.8% | 2.4% | 0.0% |
| Recalculation of Balances | 43.5% | 55.7% | 0.8% | 0.0% |
| Earnings Statement Leave Information | 39.0% | 56.1% | 4.9% | 0.0% |
| Employee Statement of Leave Info | 37.5% | 57.5% | 3.3% | 1.7% |
| Leave Activities and Balances Report | 38.8% | 60.3% | 0.9% | 0.0% |
| CTO Aging Report | 34.1% | 62.6% | 3.3% | 0.0% |
| Benefit over Max Report | 35.2% | 63.7% | 1.1% | 0.0% |
| Data Accuracy | 47.3% | 52.7% | 0.0% | 0.0% |
| ViewDirect (Civil Service Only) | 36.7% | 57.2% | 6.1% | 0.0% |
| Leave Message System | 32.2% | 60.5% | 6.4% | 0.9% |

## SAMPLE OF PROGRAM PERFORMANCE WRITE-IN COMMENTS

- Track VPLP automatically.
- Would like to be able to toggle between screens.
- Run Accrual Cycle later in the month.
- Need ability to change information without voiding.
- Identify usage only benefits on check stub.
- Offer LAB in alpha order.
- Print State Service on Statement of Earnings.
- Would be beneficial if LAB could run a week prior to cut-off so attendance clerks could have info prior to submitting dock, etc.
- Viewdirect is difficult to navigate.
- Would like a universal screen that reflects all benefits and usage for a leave
- period.
- Employee Statement of Leave waste of time, postage and money.
- Track part-time faculty.

**STATE CONTROLLER'S OFFICE**
**CALIFORNIA LEAVE ACCOUNTING SYSTEM**
**2004 CUSTOMER SATISFACTION SURVEY**

| Professionalism | Very Satisfied | Satisfied | Dissatisfied | Very Dissatisfied |
|---|---|---|---|---|
| Overall Results | 75.0% | 24.4% | 0.6% | 0.0% |
| Program Expertise | 74.3% | 25.7% | 0.0% | 0.0% |
| Liaison Unit Responsiveness | 77.2% | 21.9% | 0.9% | 0.0% |
| Courteousness | 77.9% | 21.3% | 0.8% | 0.0% |
| Possess Appropriate Technical Knowledge | 70.7% | 28.5% | 0.8% | 0.0% |

### SAMPLE OF PROFESSIONALISM WRITE-IN COMMENTS

- Everyone has always taken the extra step. Thank you very much for your knowledge, friendliness and terrific attitudes! I don't hesitate when I feel a need to contact you for help or information.
- When I have had problems, staff has been very helpful on the response and walked me through the process.
- Liaison Unit is very helpful. They usually respond to questions/requests for help right away.
- Try to respond to inquiries quicker.
- Representatives have always been helpful, courteous and knowledgeable.
- Liaison never makes us feel as if we are taking up too much of their time.
- We have a good report with the Liaison staff when needing help to complete or fix a leave issue.
- Everyone contacted has been extremely nice.
- When in contact with the CLAS staff, we have always found their assistance presented in a professional and knowledgeable manner.
- Service is excellent and prompt.
- Questions always answered.

# STATE CONTROLLER'S OFFICE
## CALIFORNIA LEAVE ACCOUNTING SYSTEM
## 2004 CUSTOMER SATISFACTION SURVEY

| Communication | Very Satisfied | Satisfied | Dissatisfied | Very Dissatisfied |
|---|---|---|---|---|
| Overall Results | 44.5% | 53.0% | 2.5% | 0.0% |
| CLAS Web Site | 35.0% | 64.0% | 1.0% | 0.0% |
| CLAS Manual | 34.5% | 60.3% | 5.2% | 0.0% |
| CLAS Manual Revision Process | 28.7% | 66.7% | 4.6% | 0.0% |
| CLAS Workbook | 38.4% | 57.9% | 3.7% | 0.0% |
| Liaison Unit Support | 61.6% | 38.4% | 0.0% | 0.0% |
| Special Requests for Assistance | 68.6% | 30.4% | 1.0% | 0.0% |

## SAMPLE OF COMMUNICATION WRITE-IN COMMENTS

- Liaison is always very helpful.
- Written information available is very good and CLAS staff is always helpful and available.
- Personnel staff shares one PC for internet access.  Hard copies were so much more useful; otherwise quite satisfied.
- Problem printing a specific page in revision website.  Put in exact page number to print and it would print the wrong page.
- We're still finding it difficult to work with on-line resources.  Hard copies were so much more useful; otherwise quite satisfied.
- Liaison Unit has been very helpful and supportive with providing service and helpful hints.
- Manual and Workbook very hard to follow and some of the steps are left out.
- Great service!

## STATE CONTROLLER'S OFFICE
## CALIFORNIA LEAVE ACCOUNTING SYSTEM
## 2004 SATISFACTION SURVEY

| Training | Very Satisfied | Satisfied | Dissatisfied | Very Dissatisfied |
|---|---|---|---|---|
| Overall Results | 47.1% | 49.6% | 3.0% | 0.3% |
| CLAS 3 Day Initial Training Course | 49.0% | 49.0% | 1.0% | 1.0% |
| CLAS Refresher Course | 44.9% | 52.5% | 2.6% | 0.0% |
| Special Training Received at Your Worksite | 44.4% | 51.9% | 3.7% | 0.0% |
| On-Site Consultation | 50.0% | 45.0% | 5.0% | 0.0% |

## SAMPLE OF TRAINING WRITE-IN COMMNENTS

- Have not had Special Training or On-Site consultation.
- Make Initial class shorter.
- Offer on-site training.
- Initial Training too long, compress to 2 days.
- When attending CLAS training the instructors were very knowledgeable, polite and informative.
- When we are able to send staff, it's great.
- We only had on-site training when program was initiated - it was good training an gave us a good jump-start.
- Have not been able to take advantage of training because of budget limitations.
- Have not had Special Training or On-Site consultation.
- Need more CSU classes.

# CLAS ENHANCEMENT SUGGESTIONS

## SCREENS

- B50 screen have capability to have pop-up of B16/S16.
- B52 screen - it would be easier if we didn't have to put the leave period in each time when changing leave credits.
- When posting usage for employee, have prompts to take to next screen rather then keying in change.
- CLAS help button from menu for troubleshooting.
- B68 to update from the P18 screen for employee's separated and reappointed, especially for those reappointed mid month.
- Should not have to clear the screen or use the ESC key to start over. Why can't we backspace or delete to make changes?
- B52 - be able to void more than one trans at a time.
- B50 screen capable of posting 3-4 at a time.

## FUNCTIONALITY

- Maintain leave balances accurately for multiple positions.
- Allow dept's to delete prior position sequence (CSU).
- Remark section for Account Receivable process.
- Add ATC code (Admin Time Continuous) already on PPAS
- Allow user access by reporting unit.
- When corrections are made to state service, the system should automatically update leave balance credits as well.
- Borrow features from HRIS - Requests for Personnel Action Tracking System, Position Control, Intermittent/Hourly employee features.
- Provide same information as intermittent cards for all employee's (i.e. retirement, hours for tracking MSA's and range changes).
- Track Emergency Appointments.
- Now that Holiday Credit is transferable to new department, would like to see it transfer automatically.
- Could VPLP be posted automatically?
- Capability to update State Service when verified by DPA.
- Easier method for inputting monthly attendance.
- Program CLAS to calculate leave at multiple positions.
- Provide mechanism to automatically deduct hours once a PAR is keyed for lump sum.
- Toggle capability between Pay Hist, LAS and PIMS.
- Show AB109 Totals (SL72).
- Maintain 2 additional years in different file for reference, like Payroll System for W/C cases, etc.
- Be able to view all CLAS history - not just 5 years.
- Availability of comments section.
- Educational Leave by BU contracts.
- Benefit for Official Business.

- Is there a way to get rid of voided transactions so we don't have to see all of the errors?
- A chart of fractional equivalents for the non-standard rate.
- Activity codes/corrections beyond the 5 years and be able to put pay period affected if correcting on a current basis.
- Remarks space.
- Maybe have some retroactivity.
- Would like system to combine all active appointments without having post a non-standard rate for multiple positions.
- Would like system to be capable of reading a change to position sequence without having to correct accruals.
- A direct link from Main Menu to CLAS Manual & Workbook.
- Monthly Activity Screen.

## PROCESSES

- Catastrophic Leave donations could be more efficient by allowing data entry of recipient SSN when deducting leave credits from donor and moving leave credits to recipient.
- Change of totals for leave affected by fiscal year or calendar year.
- Difficulty using Workbook - usually call Liaison.
- Redo Manual to be user friendly.
- Trouble identifying which reference I need to look at. Reference page key word would help.
- Easier way to update the manual without printing thousands of pages.
- Monthly Accrual cycle to occur earlier.
- Leave Message System - very helpful, but always forget how to delete.

## REPORTS

- Would be nice if employee's warrants had current leave balances instead of one month behind.
- Benefit Over Max Report - would like to print individual units.
- Print LAB in alpha order.
- Have LAB print earlier in the month.

## TRAINING

- Better explanation on how to set up and delete if employee on waiting period.
- Training on site.
- Additional training for ViewDirect.
- Training areas other than Sacramento.