## Comments

### Timeliness

<table>
<thead>
<tr>
<th>Always responsive and Timely</th>
<th>faster than going thru my department. They get t done! Right away.</th>
</tr>
</thead>
<tbody>
<tr>
<td>This shouldn't be required since I have no basis for satisfaction. You need a not applicable choice. I chose something random because I couldn't</td>
<td></td>
</tr>
<tr>
<td>The ACT pod with whom I work is always on top of requests.</td>
<td>very responsive</td>
</tr>
<tr>
<td>Awesome</td>
<td>Takes me longer to have to submit a ticket. When i contact IT for services, they submit the ticket for me, like a call center.</td>
</tr>
<tr>
<td>Satisfied should be valued hired than Somewhat Satisfied. The order seems odd as is. Somewhat Satisfied to me means that I am not Satisfied.</td>
<td></td>
</tr>
<tr>
<td>Once each request is understood and no changes or correction needed it is fine. I still find making the request directly myself takes less time.</td>
<td>prompt on replying to Service Now ticket</td>
</tr>
<tr>
<td>Very timely turnaround.</td>
<td>My requests are being taken care of right away compared to the past taking up to a week or two</td>
</tr>
<tr>
<td>It sometimes takes longer than I expect.</td>
<td>Absolutely awesome job! I was so impressed my travel reimbursement only took 2 days</td>
</tr>
<tr>
<td>They are fast and courteous. And they do the job correctly.</td>
<td>The specialists vary widely in their level of responsiveness</td>
</tr>
<tr>
<td>Facilities Pod does an awesome job with processing orders in a timely manner.</td>
<td></td>
</tr>
<tr>
<td>When I put a date I need a PO by, that is not negotiable. It is regulatory driven. It puts me between a rock and a hard place. Do I get in trouble with my regulator and risk a fine, or do I get in trouble with the campus for not following a policy that isn't workable? I gave a month's notice for the PO and it still didn't get done in time because it had to go to procurement.</td>
<td>Xer and Carla are great!!!</td>
</tr>
<tr>
<td>very timely</td>
<td></td>
</tr>
</tbody>
</table>

### Customer Service

<table>
<thead>
<tr>
<th>We love our ACT POD</th>
<th>We need in house administrative support for files, paperwork, filing, creation of spreadsheets. It's clunky the way it is set up but for what ACT does, they do an outstanding job.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Polite. Professional.</td>
<td>Jess and Tracey are great!</td>
</tr>
<tr>
<td>Do we need to include all ACT members on the e-mails?</td>
<td></td>
</tr>
</tbody>
</table>

|
Diane Caton and her team are outstanding service providers. The ACT Pod with whom I work follows up in a timely fashion, asking questions or offering comments regarding my requests.

**Excellent Customer Service!**

Really awesome.

Total waste of time. Staff is not understanding requests and ask for additional justifications and paperwork compared to departmental/school staff. Not efficient

Always helpful

courteous & friendly

Excellent customer service - timely, professional, and courteous.

Act has most professional personnel working in the department

As I noted above, it's just a little clunky and unresponsive. Also, for travel I keep having to add travel arrangers.

ACT Staff is responsive

They respond and keep me up to date.

I frequently work with Carla Hunt. She's phenomenal

Facilities Pod ROCKS! Level of customer service they provide to is superb and greatly appreciated.

customer service is great, however, the generalists are not subject matter experts. they rather seem to be limiteed in knowledge of process, policies related to Procurement

Just order what I ask you to order. Don't hold it up coming back with questions that aren't adding any value.

Wish we could receive messages when items are complete.

### Portal

sometimes i am not quite sure what options to pick

Completely comfortable for ServiceNow for purchasing orders, but not for other functions. Hence the “Somewhat” option

requiring a response that does not include N/A violates basic survey design.

It's difficult to find a specific name for the requests I have so I have to open each option to see a description before selecting a specific request.

The ServeNow Portal is about 90% intuitive. The remaining 10% has been clarified by asking questions of my liaison.

Quick adn easy to use!

Portal takes too many steps to get the information I need.

Little cumbersome. Not very easy to find things

Only use maybe once a year, FAQs examples what to use when

Pretty self explanatory
It is a little confusing when trying to understand where your request as there is a lot of information.

user friendly, not used much by me

Not impressed with the ServiceNow portal, especially the approval/rejection process for requisitions. Information is lacking.

I hardly use it

It’s cumbersome, and annoying, but better than it was at first.

It works great for requesting help from ACT. I hate having to deal with it outside of that.

I only use it for purchase requests and travel reimbursements

I would like to see some sort of cheat sheet, q&a’s, or list out where you should go for certain types of services so that people that don't use the portal frequently know exactly how to submit the request.

I put in a description of my order, that should display on the left side when I view all of my orders. There are lots of duplicate fields (vendor)

I wish there was a way to streamline ticketing for invoice processing- creating tickets every month with most of ticket the same it would be nice to have a saved template type to just change out critical information

**Suggestions/Feedback**

More training on everything
Streamline processes

We need more technical support on setting up reports, spreadsheets, graphics for reports. We have no one that can do that.

The staff is awesome!

I am sorry, I have not had any experience using ACT services yet but maybe in the future.

It may be helpful to attend a training to see how tickets are picked up. Sometimes I am not sure how much to update staff when it's the routine request. It easy to connect with staff. I like that they call me to clarify on some situations.

Perhaps create a dashboard with KPIs for the ACT team

Great service. Its just user error and frequent experience needed.

The most ineffective thing about ACT is that sometimes I e-mail an ACT employee with a question or request, and instead of putting in the ticket on my behalf, I have to go in Service Now, figure out what category of request I need to select, and type my request all over. With IT, I'm able to ask Matt or Martin a question, and they put the ticket in for me. This is so much more efficient and helpful. Why can't ACT do the same?

Having to submit multiple ticket requests for the same order is very cumbersome. I have to submit a ticket for a request then another ticket when I receive the invoice. This is not efficient, I used to be able to request from my MSO directly and now I have to have all these added steps. When I call IT over the phone they submit the request in the system for me, like any other call center does. If this is to be expanded for faculty, faculty will NEVER submit ticket requests.

Hire more staff in the schools and close ACT.
I would suggest utilizing more of ServiceNow's capabilities. It seems like this is more robust product than the simplistic way it is being used. Additionally, for improvement, I would ask that some of the processes for submitting items be reviewed to ensure they make sense. If I have a purchase request why do I need to first submit the request as one ticket and then to get the invoice paid submit another ticket? To me it would make more sense to create one ticket and attach the invoice to be paid when it comes in. This way the purchase request AND the invoice are all a part of the single ticket. I admit my understanding of ServiceNow may be limited, but it seems like it would be hard to track and/or match up the purchase requests to separate invoice tickets.

*Onboarding new employees
*MSO/BO Determine access needs for employees
*Timely separation notice of employees, ie. CatCard, IDM, Financial and Travel Access

Having to submit an additional ticket for invoice processing and having to reference the previous ticket and purchase order seems a little too much. Can we just use one ACT ticket for everything so all documents associated with the order are together in one spot? One ticket=quote, invoice, supporting documentation. Can we consolidate these or maybe streamline them a little more? Then looking at previous ACT tickets some invoices don't match the ACT tickets that I submitted. An example: I needed to return an item so I replied to the correct ACT ticket email for reference, there was another shipping confirmation document attached to the ACT ticket so the wrong item would have been returned in error. Our shipments aren’t arriving to us on time because Bruinbuy shows the contact information for the person who submits the order not the person who is requesting it. Also Vendors are not contacting us the customers, instead they are contacting the ACT department because their contact information displays on the purchase order. An example I can provide: Vendors reach out to ACT, then ACT needs to reach out to us for clarification, then ACT reaches out to the Vendor. Or we have to reach out to ACT to check the status of an order not the Vendors. Can we get clarification on why this is a process?

If the closed cases can be archived are removed that would help clean up my opened request.

I love it.

more responsive / flexibility for last minute changes

Improvements to the ServiceNow tool would be nice.

But really, I don’t want to have to do training. It shouldn’t be hard to request travel.

Have received training and was beneficial

I like that ACT has staff here at the Promenade, so we can talk with them about things.

very good customer service.

the ACT Department is fantastic.

Carla Hunt gave me a personal training session on the tool. It’s something I recommended to colleagues, though there seems to be a feeling that such tasks are “beneath” certain job titles (in other words, it’s an admin or clerical task). I like that Service Now allows for me to be more self-sufficient and to take the initiative in getting certain tasks completed. Since I have had the opportunity to work more closely with ACT, I have been amazed by the level of knowledge/expertise contained within the unit and the clear focus on being customer-focused.

A “Frequently asked questions” section would be nice. For example I was not aware I myself could edit an order after I submitted it. It was only after asking one of the ACT associates that I was told I could just open up the order and add to it.

My feedback is listed above. It would be nice to have some guidance that helps the user know what to select in the system for each type of transaction. But I also wanted to note that my experiences have been very positive and the service provided to me has been great! Thank you.

All of the staff is extremely friendly and prompt. Create subject matter experts having staff work on one subject matter and by providing Procurement training for generalists from Procurement staff.
I wish the portal could remember as a dropdown the POs I’ve used recently. It would save me time looking it up every single time. I should still be able to add a new one too, but repetitive ones should be there.

Some responses I get from ACT are very condescending. Like they know what I’m asking for and they’re telling me I’m doing it wrong. Actually ACT didn’t know what I was asking for and their advice was wrong. If they would’ve read and thought about my initial request, they would’ve realized that. Often we work with several other groups on campus to figure out a procedure and just need ACT to process it. I don’t need ACT coming back to me telling me not to do it this way. Also other people are getting involved with the regulators that shouldn’t be. It is duplicating work that has already been done and causing confusion. Again I go back to "just do what we ask you to do". Just pay this or find out if it has been paid.

I have no complaints about ACT, so far everything they’ve done for me has been perfect. BUT Improve your survey - I do not fit in any of the "roles" on campus. Add "Professional" maybe. :)}