Q19 - Please use the space below to provide any additional feedback on ACT services, the ServiceNow portal, or suggestions for improvements.

Please use the space below to provide any additional feedback on ACT services...

I dislike the Service Portal. ACT service is seen as more the "middleman" rather than providing value add activity such as analysis and advisory type services.

My ACT portal is exceptional; I am very grateful for the help and very satisfied with their work ethic and professionalism.

I miss having staff that can do administrative tasks like create documents, create spread sheets, assist with graphics for reports, filing, process reports/paperwork, schedule appointments and maintain a calendar.

It is cumbersome to have to submit a service now request for travel reimbursement to submit to ACT. I might as well submit myself in travel system. I used to be able to just submit my documents to my admin and she would handle, now I have to submit a service now request to provide the same information I could just do myself directly in travel express. The same is for HR requests.

Xer has been extremely efficient and responsive to my requests. I appreciate it!

Specifically for HR items, when we are requesting assistance from ACT in hiring it would be helpful if they were better at informing us of what the steps are and who needs to complete what forms at what times through the process. Then once hire is completed what the onboarding steps are and assist with this process and steps also. Many of us don't do this process frequently and each time I have made a hire steps were missed or held up because some form wasn't submitted to HR timely. Purchasing normally runs smoothly but the receiving process needs to be improved. I had several items that should have arrived quickly through Amazon get lost in the mailroom for lack of a receiver on them.

Laci & Xer provide excellent and timely customer service!

I would suggest that the PODs be by type of work (Purchasing, Recharges, Financial, etc). This will allow staff to become experts in these areas. As workloads increase and units added, additional staff may not be needed to process transactions. Staff would not need to know how to process all types of transactions and can focus on one area. It is not easy to determine which departments fall under which POD.

Sometimes takes up to 72 hours for processing. Given this timeframe, sometimes we need to ask RUSH even though it's not truly rushed, so that it gets picked up within the first 24 hours. Correspondence between ACT and myself has been sporadic. Sometimes its within the ServiceNow and sometimes its separately via email, would be nice if everything is through ServiceNow for consistency and tracking purposes. There is still some mild confusion about requestors, approvers and order recipients. I add notes in the comments section but they seem to still be missed sometimes. I would like to see the purchasers be a bit more thoughtful in their transactions. Meaning, thinking it through and see what makes the most sense. There have been times that I have received emails for clarification when the other alternative doesn't make sense at all and shouldn't even be considered.

request was completed in a timely manner. The staff who helped with my requests connected with me if they had any questions or connected with the requester that I submitted the request for. Really impressed by the service. Bang up job ACT!

I think providing a reference document on what expectations need to be met would be helpful when submitting purchase requests. I had submitted a few DC purchase requests without being informed until later in the semester that ACT needed the expected amount of attendees. Things like that would have been helpful to make sure I was placing the requests properly and not adding more work on ACT to do.

ACT staff failed to purchase my plane tickets promptly and only purchased my ticket within 48 hrs or more from my request. A more expensive airfare was then applied. This issue has already happened multiple times in 2016-2018. I have tried to call ACT office using phone number on their website. Nobody picked up. This issue also has happened multiple times. I very dissatisfied with the timing and communication of the ACT team.

On campus location needs to be more user friendly. Current set up is extremely awkward.
Would be nice if ServiceNow could interface with other applications to reduce duplication of data entry

These people are great to work with!!!!!!!

Communication: ACT previously did not communicate as well. For example, on a previous office order the item I wanted was not available so the ACT representative I was working with just purchased the item from a different vendor for 3x the price without checking in with me. Communication has improved and I would appreciate if ACT continues to communicate as well as they currently do. Thank you for all of the work you do!

Our division is no longer serviced by ACT and I miss it. The redundancy provided by the ACT service model provides comfort and ensures things don't fall through the cracks. I'm ever-grateful to the ACT reps who took such great care of me and my team over the past three years.

never sure how to use, wish there was a step by step help tool that I can find

For all the travel requests I sent, there has been a huge delay between request and ticket purchase and lack of communication between ACT Team and myself. In most cases, this delay caused increase in the airfare. Seats were also not selected as asked. I tried to call the ACT phone number and nobody has ever picked up. When travel request were handled at the School level, I had a person to rely on and a direct communication with my travel specialist. I am very dissatisfied with ACT.

The Portal and the Act team are great.

The employees in ACT were very helpful with all of my request for training classes this past year.

It would be good to have our FAUs associated with user name so don't need to continue to write it on the ServiceNow request. The support staff for the ACT team do a wonderful job; however, they need better knowledge about travel reimbursement provisions and policies. I think they are getting there, it will take time. Diane Caton handles way too many unit budgets and can not provide the MSO level that she is known to do. There either needs to be more MSO or support staff for her so she can manage this overwhelming large amount of budgets for the units.

Requests made as part of the personnel requests could be a little more streamlined. In the beginning of the hiring process it might be nice to have a checklist or some indication of who does what when it comes to activity handled through HR versus ACT.

A great group that is always friendly & willing to help!

The response e-mails are very convoluted and difficult to maneuver initially. After a couple of uses, I now know you have to scroll down the message to understand the message/action to take.

Excellent customer service.

Sometimes don't know what to do in servicenow but generalists are always quick to answer my questions, their service is seamless and always timely, VERY happy with my ACT Team!!

It would be helpful if you could have a "SAVE" button for saving a request that you are working on submitting via Service Now. Sometimes when entering a request I get interrupted with another project or customer and have to stop in the middle of my request. It would be helpful to be able to save the information I have already entered so that I can come back at a later time and finish my request without having to start over. I would also like to note that the entire Facilities Pod from top to bottom (Business Officer, Liaisons, and Generalists) are always willing, ready, and able to help with any request I may take to them; always doing so with a smile on their faces. This is greatly appreciated and their SUPERIOR CUSTOMER SERVICE should be noted & rewarded. THANK YOU FACILITIES TEAM! YOUR SUPPORT IS VALUED AND DOES NOT GO UNNOTICED!

no comments

Any issues or minor problems that I have experienced with ACT were all performed by the same individual employee. I did make sure to tell that employee's supervisor but the problem. Another issue is a lack of communication on processes.
Most of the time it is Xer that assists me with may ACT requests. She is fantastic! She ensures that my needs are met and that I stay updated on changes if applicable. Xer is always kind even if I need to make changes to an order. She is a pleasure to work.

The ACT group is doing an excellent job. Keep up the good work!!!

It has been a pleasure working with all of you at ACT, you are consistent, courteous and provide superior customer service Special thanks go out to Cindy Roberts, Desirea Monahan whom I have had the most contact with

Wish there was more detail on order status. Often “closed complete” but there is an issue and my order isn’t here. Wish department could view other’s orders within department to avoid duplication of orders.

It would be beneficial to be able to search for RITM that have been submitted by other staff in my department.

CQI, Continuous Quality improvement. Thank you for all your help.

A supervisor or manager should have the ability to view their staffs tickets. This is important when someone is away from the office on leave. It also helps maintain department internal quality control.

For purchasing, it would be really great to have tracking numbers provided after the purchase is complete. It would cut out an additional request and make it easier for the requester to keep track of things.

I appreciate having ACT’s support and assistance when needed.

Xer Thao and Pam Taylor are truly amazing!!

Pam Taylor, Xer Thao, and Clara Hunt are truly amazing.

Without much onboarding, I have relied heavily on ACT to guide me and have not been disappointed. Xer has been especially accommodating, patient and educating. Really appreciate the service that you all provide!

The staff at ACT are extremely helpful, courteous and efficient. i had some training classes to attend and they set up the accomodations and classes perfectly. (clapping) yeah ACT

If i have a work order for equipment repair and i get a quote from a vendor for x amount of parts for x amount of dollars i don't need a admin sending me multiple emails and or phone calls to verify that the parts will be used for said work order, the correct number of parts and the price. This adds to a time delay if there are questions it should be from my supervisor. Air filters for AHU’s are sold in a box of 12 this unit uses 8 filters my orders have been denied because there would be 4 filters left over. this unit is serviced every 30 day the work is non-recharged so what is wrong with setting the pair filters off to the side for 30 days for the next filter change? Here is the funny part UC Merced uses Public Surplus to sell left over items. the UC was selling off the same filters i was trying to buy at that very moment.