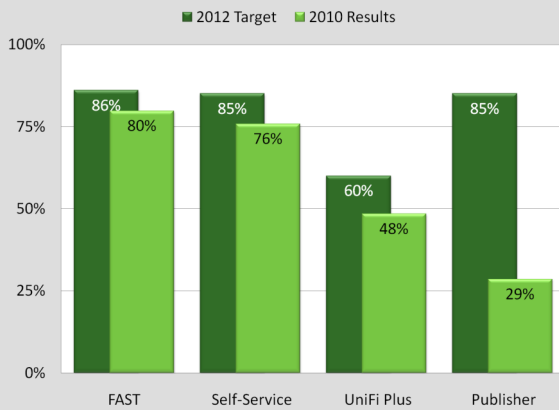


2010 CLIENT SURVEY RESULTS

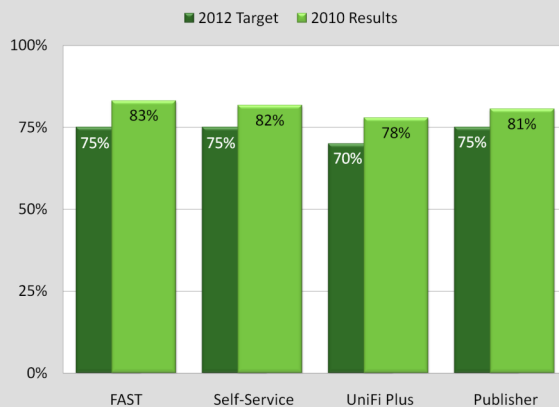
With the development of our Financial Services Division integrated plan for the second planning cycle (2008-2012) we identified one of our priorities to be measurement and accountability. To facilitate this, we implemented a client survey in August of 2008 with the goal to conduct the survey again in 2010 and 2012. The initial survey provided a wealth of information for developing benchmarks, setting priorities and assessing our activities. With the 2010 survey, we were able to measure progress since 2008 and evaluate our progress against our goals. In 2010 we had over 250 responses to our survey, which reflected a 32% increase in our respondents from 2008. In addition we saw growth in the number of faculty and researchers responding to the survey.

Financial Enlightenment



Accessing Information

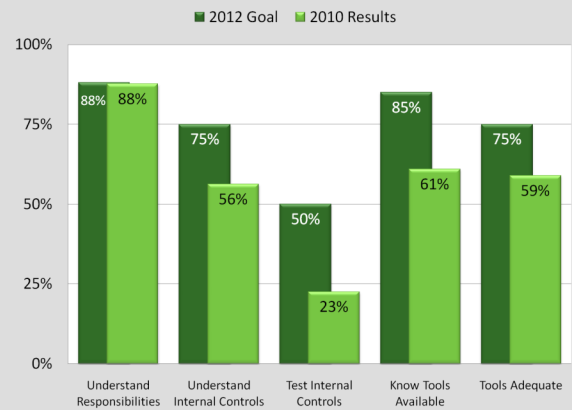
One of the goals set for the 2008-2012 planning cycle was to enhance the financial information available to facilitate management and decision making. To measure our progress we asked respondents whether they knew how to access the four main financial tools: FAST, Self-Service UniFi, UniFi Plus and Publisher reports. With the exception of Publisher, the goals we set for ourselves are in reach.



Quality of Information

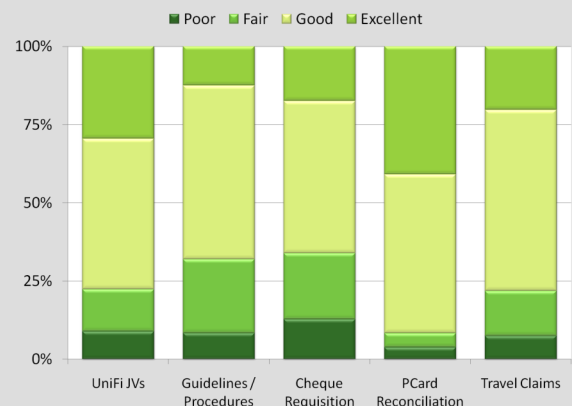
For those familiar with accessing the tools, we also asked whether the information provided was timely, complete, clear and reliable. The responses received reflected both an increase in the response in 2008 and also surpassed the goals we established for 2012.

Stewardship Engagement



To facilitate the stewardship role at the university, respondents with financial administration responsibilities were asked to respond to specific questions on their knowledge and role in stewardship. Most respondents understood their financial management responsibilities. However, understanding internal controls and knowing the tools that are available to support these responsibilities are further from the established goals.

Services



In addition to measuring progress against our integrated plan, we also collected information on the frequency of use and satisfaction with our services. Our users rated our services as good to excellent on a scale of poor, fair, good and excellent. The graph above illustrates the satisfaction with our five most used services.