

Partner Services Scorecard

Partner Services
San Francisco



Team Roster

Judi Charlton
Anthony Lowery
Leslie Richards

Ben Chiu
Rao Palagummi
Peter Sweet

V. John Jobian
Vesta Porter
Annie Wu

Linda Elrod – Director, Western Regions

Performance Score

FSA Enterprise

	2000	Q2-2001	Q4-2001	Q2-2002	Q4-2002	Goal
Customer Satisfaction (Scale 1 – 100)	72.9	74.2				74.4 (2002)
Employee Satisfaction (Scale 1 – 5)	3.51	3.74				3.60 (2004)
Unit Cost	\$20.14	\$19.57				\$16.69 (2004)
Integrity: Achieve a Clean Audit & Get Off the High Risk List						

Team Results

			2000	Q2-2001	Q4-2001	Q2-2002	Q4-2002
CUSTOMER SATISFACTION	ACSI	Program Eligibility	77	71			
		Program Support	85	78			
	Other survey (attempting to receive Partner Services, San Francisco ACSI Numbers)						
EMPLOYEE SATISFACTION			3.58	4.14			
UNIT COST TARGET (Budgeted)	Your Portion			\$0.03		\$0.03	
	Other: <u>WR ofc budget (\$942,086)</u> <u># Lns Guar. In '00 WR (\$967105)</u>		\$0.97				

Contributions

Status

1. Customer Satisfaction: Hold at least two conferences with our Western Region Partners each fiscal year.
2. Customer Satisfaction: Respond to Guarantee Agency's NSLDS data

request in a timely matter. (Timely = Each LID's NSLDS data mailed to the Guarantee Agency within five business days of the request date)

3. Customer Satisfaction: Maintain and update partnership plans through regular contact with Guarantee Agency. Report information monthly.

4. Employee Satisfaction: Hold at least one off-site retreat for one day each fiscal year.