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PSC COMMUNICATOR

News from the Procurement Service Center

Newsletter archives: www.cu.edu/psc/newsletter
To receive the newsletter via email:
Email uis@cu.edu and
ask to be added to the User Alert list.

October 3, 2018

Customer Satisfaction Survey Results

The results are in from the recent PSC Customer Satisfaction survey.
We're happy to report that we had a 24% increase in participation in this year's survey. And overall, survey participants provided a satisfaction rating for the PSC of 88% (a one-percent increase over last year). For the third consecutive year, all PSC work units scored above 3 on a 4-point scale.
Respondents appreciated the level of customer service, staff expertise, and professionalism when working with the PSC.
The survey also highlighted areas for PSC improvement, including opportunities for additional training, improved responsiveness and timeliness, and enhanced information on the PSC website.
Thanks to everyone who took the time to participate in the survey and provide meaningful feedback. If you have additional questions, please contact Bethany Highfill at Bethany.highfill@cu.edu or 303.764.3404.

PSC Receives Excellence in Procurement Award for Fourth Straight Year

For the fourth year in a row, the National Procurement Institute, Inc. (NPI), has announced the University of Colorado as one of the recipients of the annual Achievement of Excellence in Procurement award. The AEP award recognizes public procurement departments who demonstrate organizational excellence. Submitting agencies are evaluated across a large number of criteria, including productivity, leadership, e-procurement, and innovation.
CU is one of only two agencies in Colorado, and one of only 22 higher education institutions, to receive the award this year.

Concur Non-Employee Expense Report Update

As you know, on August 1, we introduced an electronic process for non-employee reimbursement (NR). For the past two months, this electronic process (in the Concur Travel & Expense System) has been running in parallel with the paper form process. In other words, you've had a choice as to which process to follow (electronic or paper) to reimburse non-employee expenses.
Effective November 1, non-employee reimbursements must be submitted through Concur. The only exceptions are payments to international payees and payments to foreign addresses – those will continue to be processed on the paper NR form.
For more information about non-employee reimbursements in Concur, and about exceptions to the process, see the special edition August 1 PSC Communicator newsletter.

Questions? Contact FinProHelp@cu.edu.

PSC Staff News: Introducing Gisella Higgins

We're pleased to introduce Director of Change Management Gisella Higgins.
Gisella joined the PSC in early September, filling a new position that is responsible for defining, leading, and executing strategic change management and project management activities. In this role, she will also be responsible for organizational and operational readiness assessments and for participating in the strategic planning process.
Gisella has 17 years' experience in higher education procurement/supply chain management. Prior to joining CU, she supported both strategic and operational activities at the University of California San Diego and at The Scripps Research Institute (TSRI) in La Jolla. During her time with both organizations, Gisella led numerous initiatives related to technology implementation, process efficiency, and strategic improvement. A certified Project Management Professional (PMP), she is passionate about change and project management – and how to leverage these essential strategies to ensure success in organizational transformations.
New to Colorado, Gisella and her family look forward to experiencing all four seasons … and some world class skiing. You can reach her at Gisella.Higgins@cu.edu or 303.764.3424.
Welcome to CU, Gisella!

Upcoming PSC Events

We'll be on your campus soon with these events.
PSC Town Halls and Concur/Marketplace Overviews

- October 9: CU System
- October 11: UCCS
- October 16: CU Boulder
- October 18: CU Anschutz Medical Campus
- October 23: CU Denver

Registration is available now.
We hope to see you there!