

May 29, 2009

Survey Results Are In

Earlier this year, the PSC conducted its annual customer satisfaction survey. The survey allowed campus personnel to provide feedback on each of the individual business units of the PSC. Over 1,100 people responded to the survey, providing us with valuable feedback on what we are doing right, as well as identifying those areas in which we can improve.

Highest marks were in courtesy and professionalism. We also received high scores for our timely responses to emails and phone calls and for our follow-through on commitments.

Scores were not as high in understanding department needs and assisting customers with university processes. Partly in response to this feedback, the entire PSC staff attended customer service training earlier this spring.

There were several comments that the ACARD System is difficult to work in. Fortunately, all ACARD System users will experience a more efficient and modern interface as they migrate to the new Expense System over the next year.

Thank you again for your feedback! As a service center, the entire PSC is dedicated to continuous quality improvement...this year, and every year.

Small Business Fair a Big Success

Last month (May 14), the PSC hosted a Reverse Trade Fair for the Boulder Campus. Local small businesses whose goods and services matched specific departmental procurement needs were invited to introduce their companies to CU employees.

Representatives from several departments (including LASP, CIRES, and ITS), as well as from Ball Aerospace, checked out these qualified small businesses interested in working with the University. Several reps indicated that they may have found good matches for a variety of needs, including document storage, toner, and IT services.

On the vendor side, approximately 100 representatives from local small businesses were thrilled with the opportunity to talk directly to department staff. Last year alone, campus departments used their Procurement Cards to make about \$80 million of procurements...so these small businesses recognize the importance of connecting directly with the end users.

The Small Business Administration (SBA) and the Boulder Small Business Development Center (SBDC) were also on hand to distribute information on resources they provide.

To find out how a Reverse Trade Fair can benefit **your** department, contact Amber.Williams@cu.edu at 303.315.6356.

Do the Right Thing Nominations

The deadline for Quarterly and AVP Award nominations is Monday, June 15. More information and nomination forms are on the [DTRT website](#).

FedEx Price Changes

Effective 6/1/09, FedEx **shipping rates for domestic service will increase**. The PSC has taken steps to mitigate the overall impact of this rate increase. You can further contain departmental shipping and delivery costs by using 'Standard Overnight' service instead of 'Priority Overnight' whenever possible. (Standard Overnight shipments are delivered the next business day by 3:00 p.m.; Priority Overnight shipments are delivered the next business day by 10:30 am.)

Does your department make **international shipments**, as well? Good news here: the rates for most international shipments will **decrease**.

Questions? Refer to the updated [How-to-Buy Overnight/ Ground Shipping Service](#).

Sustainability Tips

Your PSC newsletter has a new regular feature. Once a month, we'll use this publication to bring you the latest in green purchasing news—right here in this corner...

LEED...What does it mean?

Information on sustainable products and services often includes references to "LEED certification." But what does this mean?

LEED stands for **Leadership in Energy and Environmental Design**. The certification – developed by the U.S. Green Building Council – provides a suite of standards for environmentally sustainable construction. Among other things, the certification serves to accomplish or promote a number of worthy goals by:

- establishing a common standard of measurement to define green building;
- promoting integrated, whole-building design practices;
- stimulating green competition;
- raising consumer awareness of green building benefits; and,
- recognizing environmental leadership in the building industry.

There are four levels of LEED certification, based on the number of points earned out of a possible 100-point base, plus additional points for Innovation in Design and Regional Priority: Certified = 40–49 points; Silver = 50–59 points; Gold = 60–79 points; and Platinum = 80 points and above.

Fun Fact

The University of Colorado has several Gold-certified LEED buildings, including the Wolf Law Building and ATLAS Center at UCB and the Recreation Center at UCCS.

Questions? Contact Jeff.Darling@colorado.edu at 303.492.4302.