

STATE OF CALIFORNIA

KATHLEEN CONNELL,  
CONTROLLER OF CALIFORNIA

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OFFICE OF STATE CONTROLLER  
PERSONNEL/PAYROLL SERVICES DIVISION  
300 Capitol Mall  
P.O. Box 942850  
Sacramento, CA 94250-5878

Date: January 31, 2001 LEAVE ACCOUNTING LETTER # 01-004

To: All Agencies/Campuses in the California Leave Accounting System  
(CLAS)

From: Vicki Korach, Manager  
Customer Support Section

Re: 2000 CLAS CUSTOMER SATISFACTION SURVEY RESULTS

In October 2000, the State Controller's Office Personnel/Payroll Services Division distributed a survey to all departments and/or campuses participating in CLAS to assess the satisfaction with The system and support services. Of the 155 surveys distributed to CLAS users, 101 (or 65%) responded.

The survey questions were divided into 5 categories with ratings as displayed below:

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Overall Satisfaction	54.3%	44.7%	1.0%	0.0%
Program Performance	50.8%	46.4%	2.3%	0.5%
Professionalism	70.1%	28.9%	0.0%	1.0%
Communication	49.6%	47.6%	2.4%	0.4%
Training	57.5%	39.3%	2.8%	0.4%

Our sincere thanks to everyone who responded to our survey. Your ideas and opinions are very important to us.

We've begun this year preparing to release a couple of CLAS enhancements that were high on your list of improvement ideas. Within the next few weeks the manual process of reversing Annual Leave for employees who have requested Vacation/Sick Leave will

be FULLY automated for Civil Service agencies. Within this same time period, we will also announce the new capability for agencies to track the new Sick Leave maximum pursuant to AB109, and the new capability for both agencies and campuses to track the 12-month rolling calendar when using FMLA. CLAS letters detailing these new features are forthcoming.

Thank you once again for your continued support of CLAS. We look forward to another great year as we continue to meet the challenge brought about by collective bargaining and legislative changes impacting the leave benefit area.

VK:JH:ty