

STATE CONTROLLER'S OFFICE  
PERSONNEL/PAYROLL SERVICES DIVISION  
P. O. BOX 942850  
Sacramento, CA 94250-5878

DATE: October 16, 2006

LEAVE ACCOUNTING LETTER #06-010

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

FROM: DON SHEPPMANN, Chief  
Personnel/Payroll Services Division

RE: **2006 CLAS CUSTOMER SATISFACTION SURVEY**

This is to inform you that on October 18, 2006, a Personnel/Payroll Services Division 2006 Customer Satisfaction Survey will be electronically distributed to departments/campuses. This survey will focus on how well the CLAS is satisfying your department's/campus' CLAS customer needs in specific areas of Program Performance, Professionalism, Communication, Training, and the CLAS Website.

The last CLAS Customer Satisfaction Survey was conducted in October 2004. This year's survey contains the same questions used in 2004 to provide for a comparison between both surveys. In addition, a new question has been added to inform us on how often you visit the CLAS Website. This survey will allow customers to rank their top three proposed CLAS enhancements. As a result of your 2004 comments/suggestions, CLAS enhancements that were made include:

- Implementation of Intermittent Benefit Tracking
- Automated posting of Voluntary Personal Leave
- Intermittent Benefit Tracking Report (coming soon)

This year's survey will be sent electronically to civil service Transactions Supervisors and California State University Payroll Managers. By completing the survey and providing your department's/campus' comments and suggestions, you will help guide us to those areas where we can enhance our customer service level.

We are requesting the surveys be completed no later than November 1, 2006.

Your time and effort in completing this survey will be greatly appreciated. Please remember that our focus is on you, our customer, and your response is extremely valuable to us. If you have any questions, please contact the CLAS Liaison at (916) 327-0756 or via e-mail at [clas-survey@sco.ca.gov](mailto:clas-survey@sco.ca.gov).

DS:GD:CLAS