Session Name: Town Hall Survey 9-18-2014 10-58 AM

Date Created:	9/18/2014 10:02:34 AM	**Active Participants:** 72 of 72
Average Score:	0.00%	**Questions:** 15

Results by Question

1. Question 1 (Multiple Choice)

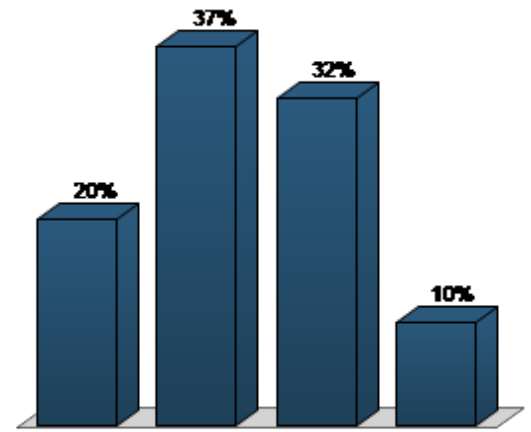|	Responses	
	Percent	**Count**
Answer A	46.88%	30
Answer B	29.69%	19
Answer C	12.5%	8
Answer D	10.94%	7
Totals	**100%**	**64**

SSC - Communication

1) How would you like to receive communications/ updates?

A. via Listservs (ex. PeopleSoft, Business Managers group)
B. via MyUMBC group
C. Insights Weekly
D. Other
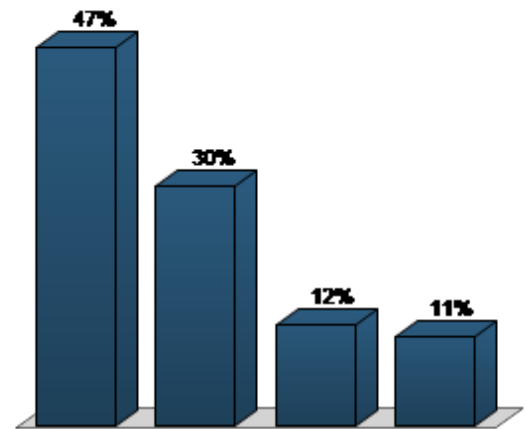
Multiple Choice

Responses
64

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EVO DeskShare

2. Question 2 (Multiple Choice)

	Responses	
	Percent	**Count**
Answer A	20.34%	12
Answer B	37.29%	22
Answer C	32.2%	19
Answer D	10.17%	6
Totals	**100%**	**59**

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BPI - Training

Multiple Choice
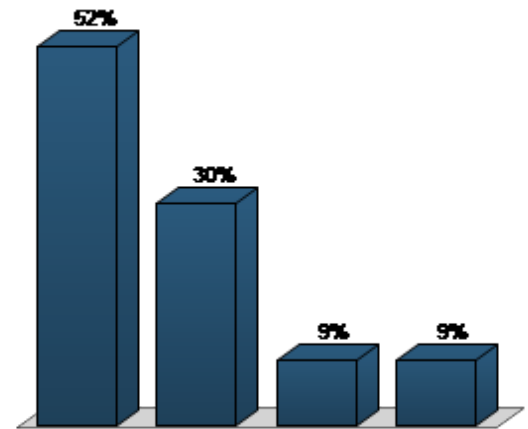
Responses
59

Open Polling

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2) How would you like to receive Business Process training? Select the option most comfortable to you.

A. Classroom setting
B. Online tutorials with accompanying documentation
C. Small groups (6-8 people)
D. Lunch and Learn sessions

10:21 AM
9/18/2014

3. Question 3 (Multiple Choice)

	Responses	
	Percent	**Count**
Answer A	51.79%	29
Answer B	30.36%	17
Answer C	8.93%	5
Answer D	8.93%	5
Totals	**100%**	**56**

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Multiple Choice   _ X
Responses
56
Open Polling
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BPI - Hiring

3) In your current role, what is the biggest communication challenge you have concerning hiring?

A. There is a lack of departmental communication. For example, faculty and staff members hire students, graduate assistants, Contingent I staff, etc. without consulting or notifying the individual responsible for completing all the paperwork (i.e. payroll preparer).
B. Department is not aware of changes to hiring procedures.
C. Department is not aware of revisions to hiring forms.
D. Department does not know who to call with questions about hiring procedures.

4. Question 4 (Multiple Choice)

	Responses	
	Percent	**Count**
Answer A	58.06%	36
Answer B	4.84%	3
Answer C	25.81%	16
Answer D	11.29%	7
Totals	**100%**	**62**
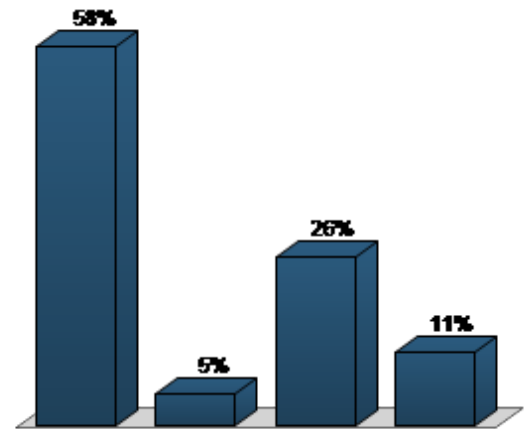
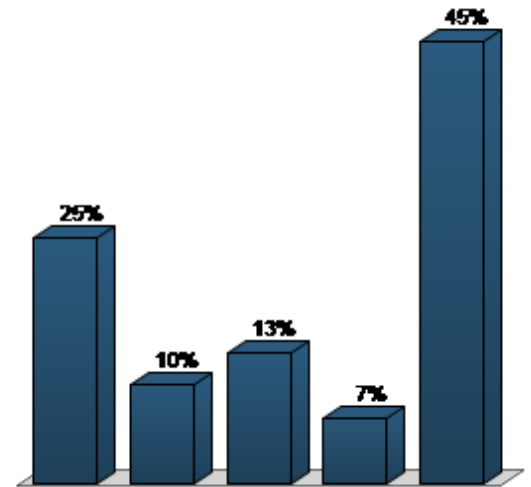
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BPI - Procurement

4) How would you encourage and increase vendor EFT sign-up?

A. Include the EFT link from the State Comptroller website on the PO
B. Departmental purchaser contacts vendor and encourages EFT sign-up
C. Procurement does a periodic mass mailing to vendors
D. Other

5. Question 5 (Multiple Choice)

	Responses	
	Percent	**Count**
Answer A	25%	15
Answer B	10%	6
Answer C	13.33%	8
Answer D	6.67%	4
Answer E	45%	27
Totals	**100%**	**60**

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Multiple Choice

Responses
60

Open Polling

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BPI - Communication

### 5) When developing a Communication Plan for hiring – where does communication need to improve?

A. Between faculty/staff members and their departmental payroll preparer/liaison.

B. Between HR and individuals responsible for recruitment/hiring tasks in departments.

C. From Human Resources when posting changes in hiring procedures and form updates on the HR website.

D. None of the above.

E. All of the above.

6. Question 6 (Multiple Choice)

	Responses	
	Percent	**Count**
Answer A	55.74%	34
Answer B	19.67%	12
Answer C	4.92%	3
Answer D	14.75%	9
Answer E	4.92%	3
Totals	**100%**	**61**
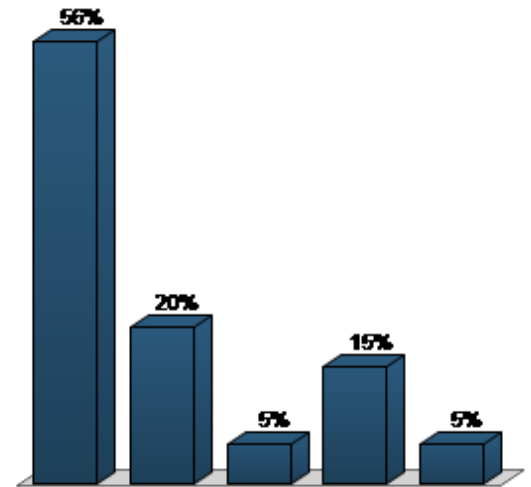
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BPI - Record Retention

6) Which document storage systems best meet your needs for resumes and application materials?

A. Box
B. Google Drive
C. BlackBoard
D. I am not aware of these systems and their potential uses for storage.
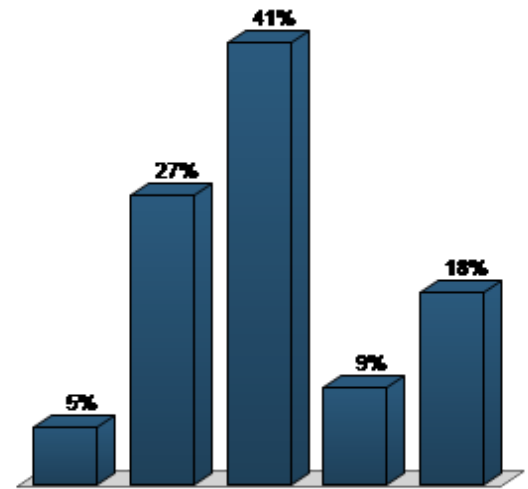E. None of the above

7. Question 7 (Multiple Choice)

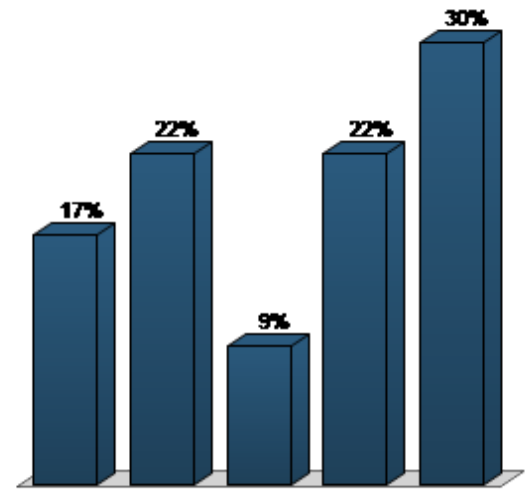|	Responses	
	Percent	**Count**
Answer A	5.36%	3
Answer B	26.79%	15
Answer C	41.07%	23
Answer D	8.93%	5
Answer E	17.86%	10
Totals	**100%**	**56**

7) Which of following is the biggest reason to move into a SSC ?

A. Clear career path
B. Cross training
C. Back up when out of the office
D. Job enjoyment
E. Other

8. Question 8 (Multiple Choice)

Responses		
	Percent	**Count**
Answer A	16.67%	9
Answer B	22.22%	12
Answer C	9.26%	5
Answer D	22.22%	12
Answer E	29.63%	16
Totals	**100%**	**54**

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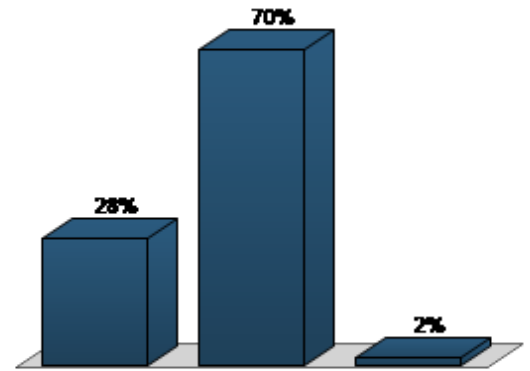Multiple Choice   _ X

Responses
54

Open Polling

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SSC

8) Are you in interested in a position in a SSC?

A. Definitely
B. Possibly
C. Not sure
D. Probably not
E. Definitely not

10:38 AM
9/18/2014

9. Question 9 (Multiple Choice)

Responses		
	Percent	**Count**
Answer A	28.07%	16
Answer B	70.18%	40
Answer C	1.75%	1
Totals	**100%**	**57**

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SSC

Multiple Choice

Responses
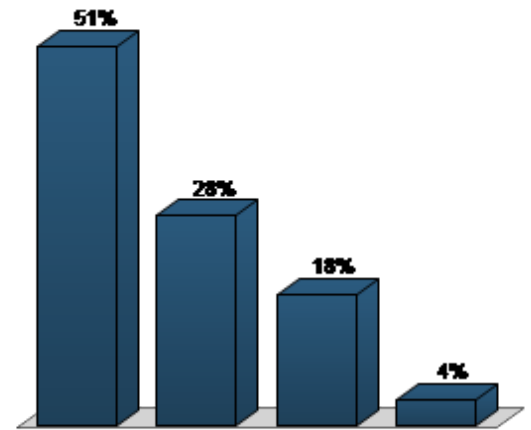57

Open Polling

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9) Are you currently a part of a SSC Work Group?
If not, how would you like to be involved?

A. Yes
B. No
C. Other

10:42 AM
9/18/2014

10. Question 10 (Multiple Choice)

	Responses	
	Percent	**Count**
Answer A	50.88%	29
Answer B	28.07%	16
Answer C	17.54%	10
Answer D	3.51%	2
Totals	**100%**	**57**

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SSC

Multiple Choice _ X
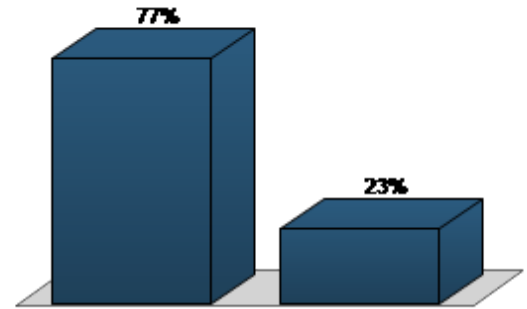
Responses
57

Open Polling

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10) Do you find the RT System useful? If not, why not? What are other options for submitting a request to a SSC?

A. Yes
B. Neutral
C. No
D. Other

10:45 AM
9/18/2014

11. Question 11 (Multiple Choice)

Responses		
	Percent	**Count**
Answer A	76.79%	43
Answer B	23.21%	13
Totals	**100%**	**56**

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SSC

Multiple Choice _ X
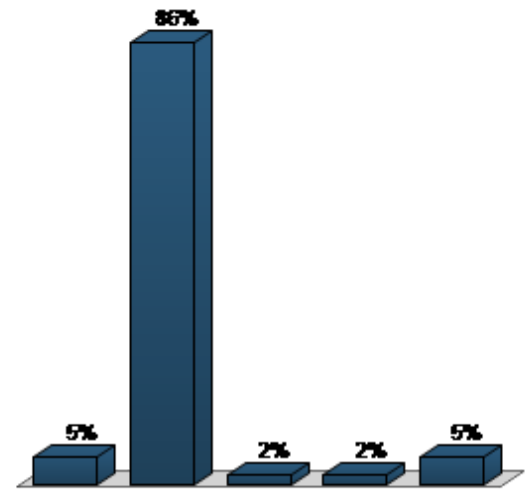Responses
56
Open Polling

Channel 41
Session ID 1641

11) Do you feel Shared Services Centers will improve the services provided on campus?

A. Yes
B. No

10:46 AM
9/18/2014

12. Question 12 (Multiple Choice)

	Responses	
	Percent	**Count**
Answer A	5.26%	3
Answer B	85.96%	49
Answer C	1.75%	1
Answer D	1.75%	1
Answer E	5.26%	3
Totals	**100%**	**57**

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SSC

Multiple Choice _ X
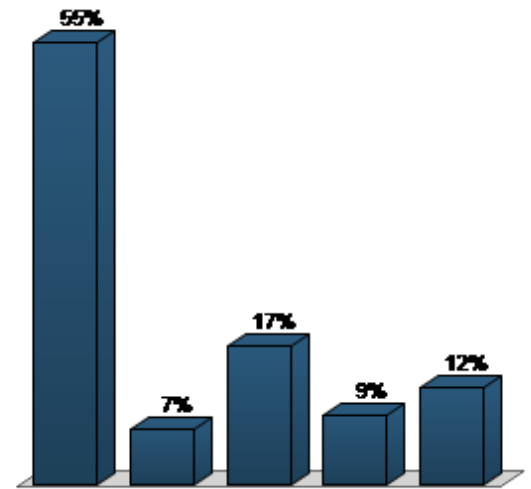Responses
57
Open Polling
Channel 41
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12) What excites you most about this initiative?

A. Improved Training
B. Standardized/Improved Business Processes
C. Improved Communication
D. Improved Compliance
E. Other

13. Question 13 (Multiple Choice)

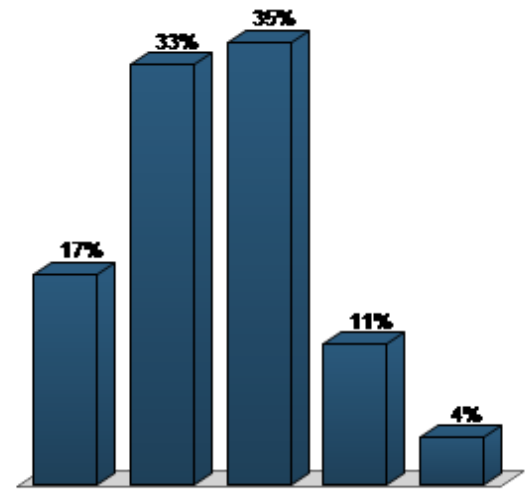|	Responses	
	Percent	**Count**
Answer A	55.17%	32
Answer B	6.9%	4
Answer C	17.24%	10
Answer D	8.62%	5
Answer E	12.07%	7
Totals	**100%**	**58**

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13) What factor gives you the most concern regarding the SSC/BPI initiative?

A. Uncertainty
B. Change
C. Lack of Support
D. Lack of Communication
E. Other

14. Question 14 (Multiple Choice)

	Responses	
	Percent	**Count**
Answer A	16.67%	9
Answer B	33.33%	18
Answer C	35.19%	19
Answer D	11.11%	6
Answer E	3.7%	2
Totals	**100%**	**54**

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SSC

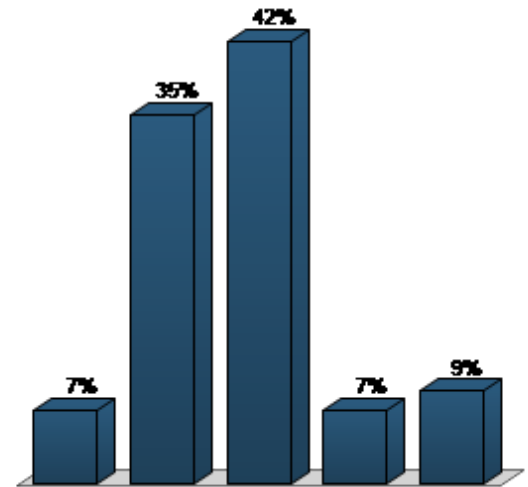Multiple Choice

Responses
54

Open Polling

Channel 41
Session ID 1641

14) In what areas do you believe Share Services will have the most impact?

A. Accounts Payable
B. Hiring
C. Payroll
D. Procurement
E. Other

15. Question 15 (Multiple Choice)

	Responses	
	Percent	**Count**
Answer A	7.02%	4
Answer B	35.09%	20
Answer C	42.11%	24
Answer D	7.02%	4
Answer E	8.77%	5
Totals	**100%**	**57**

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SSC

Multiple Choice _ X

Responses
57

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15) How do you feel the SSC initiative is going?

A. Extremely well
B. Well
C. Okay
D. Not so well
E. Needs improvement

10:55 AM
9/18/2014