

# **Controller's Office**

## **Customer Site Visits – FAQ**

4/15/2010

- **What is a “customer site visit”?**
  - In April, we're beginning a program where all Controller's staff will have an opportunity to visit various areas on campus to learn more about the University and how we, in central offices, support the University's mission.
- **Why are we doing this?**
  - Many of our staff in central offices don't have the opportunity to meet our customers face-to-face. Having the chance to see specific areas and learn more about what they do will help us perform our jobs more effectively in support of the University's mission. Specifically, we have the following objectives for our newly launched customer site visits:
    - Help establish personal relationships with our customers
    - Get us out of our offices (and comfort zones) and let us see and experience other areas of campus
    - Help us understand what our customers are trying to accomplish and how our actions either help or hinder that process
    - Help staff better appreciate their importance as part of an overall University “team”
    - Give staff an opportunity to interact more informally with other Controller's staff
    - Be fun and interesting!
- **What's the mission?**
  - Teaching, research, public service, patient care – in addition to the site visits highlighting these areas, we will also begin talking about the mission on a regular basis
- **What can I expect?**
  - First, we have a lot of staff – about 75. Working through the logistics with our “hosts” will be a challenge. We may be broken up into smaller groups depending on the area we're visiting. For example, it would be very difficult to traipse so many people through a research lab without breaking into smaller groups.
  - We'll have a host guiding us through and explaining what that department/entity/area does. In particular, the host will be asked to talk about unusual purchases they make or difficulties they have that are unique to their area. For example, the Museum of Natural History is relocating to a new building – we'll learn what's involved with a move of that magnitude.
  - Sometimes we'll be indoors and sometimes we'll be outdoors. Sometimes we'll be close to the Park Building, and other times not.

- **Do we have to hold hands in pairs and wear color coordinated T-shirts?**
  - **No, this is not a field trip 😊**
- **How often will we do this?**
  - **About once a month**
- **Who can go?**
  - **All staff are strongly encouraged to go. Supervisors will be expected to encourage staff to go.**
- **Won't our offices have to close?**
  - **Yes. For about an hour. This is a significant investment not only for us, but for our hosts. It's important and we're going to support making it work by giving areas the flexibility to shut down during the visit.**
- **Can I bring friends/family/other U employees?**
  - **No. We have a definite business reason for doing this so inviting friends and family would not be appropriate. For other U employees, we simply don't have the additional space to accommodate more people.**
- **Will I have to pay anything – for example if we go to one of the Museums?**
  - **No the host areas have agreed to do this.**
- **Will this be on my lunch hour?**
  - **No, this is a business function and will occur during normal work hours**
- **What if I don't want to go?**
  - **While this may on the surface seem like just a fun outing, there are very specific goals that will help all of us perform our jobs more effectively. As a result, there is a strong expectation that you make every effort to attend unless you are sick or on vacation.**
- **What if I want to do something else during that time (like take a longer lunch)?**
  - **This is not release time. Consider it training/professional development. Unless there are extenuating circumstances that prevent you from being out of the office, you'll be expected to participate.**
- **Can I suggest areas to visit?**
  - **Absolutely! Give your ideas and suggestions to Theresa, Laura, Steve, Barbara, or Lisa.**