From: UCPath Center, University of California
Subject: UCPath Notice: Upcoming Change to Service Targets
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UCPath Notice: Upcoming Change to Service Targets

To: General UCPath Communications distribution

In October, UCPath will change certain service targets and how they are measured. Based upon the analysis of more than 180,000 cases, this initiative will improve the accuracy of the expected case resolution dates communicated to case submitters. This does not impact case resolution time but instead ensures expected dates are reflective of current service.

Effective October 1, 2021:

- **Service targets will shift from calendar to business days**
  - Service targets will now exclude weekends and holidays to align with UCPath working hours
  - Example: A case opened on Friday, 10/1, with a five-day service target
    - Previous service target: Wednesday, 10/6
    - New service target: Friday, 10/8
  - The pending closure period will remain as five calendar days, and users have an additional five days to reopen a closed case

Effective October 10, 2021:

- **Service targets will be updated for certain topic and categories**
  - Some service targets have increased in duration, while others have decreased
- **Case email updates**
  - Current process:
    - After submission of a case, UCPath sends an email to the case submitter that confirms receipt and includes the service target
    - Once UCPath reviews the case, the topic and category may be updated and the associated service target may change; however, the case submitter is not informed of these changes
  - New process:
    - After submission of a case, UCPath will send an email to the case submitter confirming receipt (no service target will be included)

- After reviewing the case and making updates to the topic and category, UCPath will send a second email with the expected resolution date (service target)

UCPath is committed to providing excellent service and will continue to look for ways to improve the customer experience and provide timely resolution to inquiries.

Thank you,

UCPath
(855) 982-7284
Monday - Friday from 8:00 a.m. - 5:00 p.m.
ucpath.universityofcalifornia.edu