

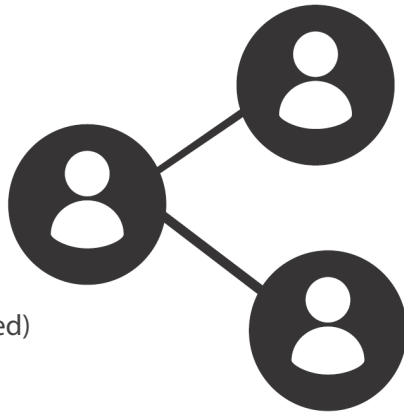
2020 ACADEMIC AND STAFF CUSTOMER SATISFACTION SURVEY



FAST FACTS

20%
completed the survey

(2,724 out of 13,871 invited)



12%
ACADEMIC/FACULTY
who were invited
completed the survey

25%
STAFF
who were invited
completed the survey

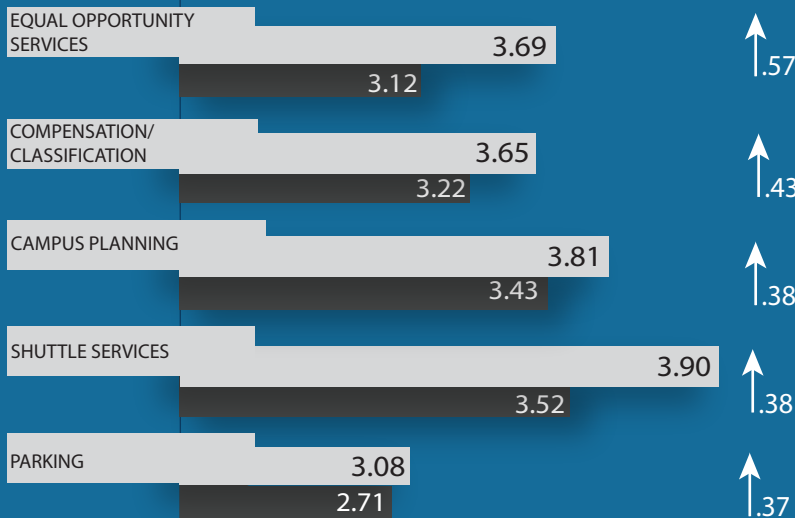
62
Administrative
units assessed

27
Years in
the making

4
Vice Chancellor
areas
represented

1
Improved
campus

MOST IMPROVED RATINGS



LEGEND

2020
2019



APPLAUSE

HIGHEST RATED DEPARTMENTS

- 4.55 PASSPORT SERVICES
- 4.43 FACULTY AND STAFF ASSISTANCE PROGRAM (FSAP)
- 4.42 TALENT ACQUISITION & DATA ANALYTICS
- 4.38 LIBRARY
- 4.30 STUDENT FINANCIAL SOLUTIONS: CENTRAL CASHIER
- 4.30 IMPRINTS - CAMPUS COPIER SERVICES
- 4.30 FLEET SERVICES

WHAT ACADEMICS AND STAFF HAD TO SAY...

"Very fast process and turnaround, knowledgeable and courteous staff, photos can be taken onsite, clear directions given, clear expectations set."

PASSPORT SERVICES

"Parking has gone out of their way to offer a reprieve from expenses by individuals during COVID. Their willingness, and even promotion, of cancellation of permits to help staff and faculty was very much appreciated."

PARKING

The Class/Comp representative I work directly with is incredibly positive and helpful. They are knowledgeable and timely in their responses, and are always flexible to meet our needs."

COMPENSATION / CLASSIFICATION