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

MOST IMPROVED RATINGS

<table>
<thead>
<tr>
<th>Department</th>
<th>2019 Score</th>
<th>2020 Score</th>
<th>Improvement</th>
</tr>
</thead>
<tbody>
<tr>
<td>EQUAL OPPORTUNITY</td>
<td>3.69</td>
<td>3.12</td>
<td>-0.57</td>
</tr>
<tr>
<td>COMPENSATION/CLASSIFICATION</td>
<td>3.65</td>
<td>3.22</td>
<td>-0.43</td>
</tr>
<tr>
<td>CAMPUS PLANNING</td>
<td>3.81</td>
<td>3.43</td>
<td>-0.38</td>
</tr>
<tr>
<td>SHUTTLE SERVICES</td>
<td>3.90</td>
<td>3.52</td>
<td>-0.38</td>
</tr>
<tr>
<td>PARKING</td>
<td>3.08</td>
<td>2.71</td>
<td>-0.37</td>
</tr>
</tbody>
</table>

APPLAUSE

HIGHEST RATED DEPARTMENTS

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

WHAT ACADEMICS AND STAFF HAD TO SAY...

- **PASSPORT SERVICES**: "Very fast process and turnaround, knowledgeable and courteous staff, photos can be taken onsite, clear directions given, clear expectations set."
- **PARKING**: "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."
- **COMPENSATION/CLASSIFICATION**: "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."

To see additional results of the Academic and Staff Customer Satisfaction Survey, visit tritonlytics.ucsd.edu.