2021 Academic and Staff Customer Satisfaction Survey

FAST FACTS

- 17% ACADEMICS & STAFF responded (2,537 respondents out of 15,190)
- 10% ACADEMICS/FACULTY who were invited responded
- 20% STAFF who were invited responded
- 74 Administrative units assessed
- 28 Years in the making
- 9 Vice Chancellor areas
- 1 Improved campus

MOST IMPROVED RATINGS

<table>
<thead>
<tr>
<th>Department</th>
<th>2021</th>
<th>2020</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Capital Equipment Management</td>
<td>4.23</td>
<td>3.86</td>
<td>0.37</td>
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<tr>
<td>Equal Opportunity Services</td>
<td>3.94</td>
<td>3.69</td>
<td>0.25</td>
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<tr>
<td>Student Financial Solutions</td>
<td>3.64</td>
<td>3.41</td>
<td>0.23</td>
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<tr>
<td>Parking</td>
<td>3.42</td>
<td>3.08</td>
<td>0.34</td>
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</tbody>
</table>

HIGHEST RATED DEPARTMENTS

1. PASSPORT SERVICES
2. SIO OFFICE OF CONTRACT & GRANT ADMINISTRATION (SIO-OCGA)
3. BLACK RESOURCE CENTER
4. LESBIAN GAY BISEXUAL TRANSGENDER RESOURCE CENTER
5. CROSS CULTURAL CENTER
6. INTERTRIBAL RESOURCE CENTER (ITRC)
7. GLOBAL EDUCATION DEAN’S OFFICE
8. EMERGENCY OPERATIONS CENTER
9. FACULTY AND STAFF ASSISTANCE PROGRAM (FSAP)
10. WOMEN’S CENTER
11. LIBRARY
12. CAMPUS UTILITIES ENTERPRISE
13. INTERNATIONAL FACULTY & SCHOLARS OFFICE
14. IMPRINTS - PRINT & COPY CENTERS

ACADEMICS & STAFF COMMENTS

BLACK RESOURCE CENTER
"...consistently brings impactful programs and resources to the staff at UCSD - they also create a welcome support network."

LIBRARY
"Our campus is so fortunate to have a service-oriented, outstanding, knowledgeable library staff. From Erik Mitchell on down the staff is top-notch."

WOMEN’S CENTER
“Offering the mom’s and parent’s support group has been invaluable to me during this time of mostly remote work.”

EMERGENCY OPERATIONS CENTER
“...this entire team has been extremely helpful and supportive of our department and its demanding asset management needs. Jamie is a great leader and everyone in the team is doing a great job. They are always professional, courteous, and helpful so keep up the good work.”

CAPITAL EQUIPMENT MANAGEMENT
“Hard-working, devoted, and resourceful team that has been helping campus since the pandemic began. Always have been responsive and helpful to inquiries.”

For more information, visit tritonlytics.ucsd.edu.