

**2021
Customer
Satisfaction
Survey
Results**



**We
heard
you.**



2nd annual survey

Survey period:
December 16, 2021 - February 4, 2022

5 out of 9 Tritonlytics Community Members responded (used our services in 2020-2021)



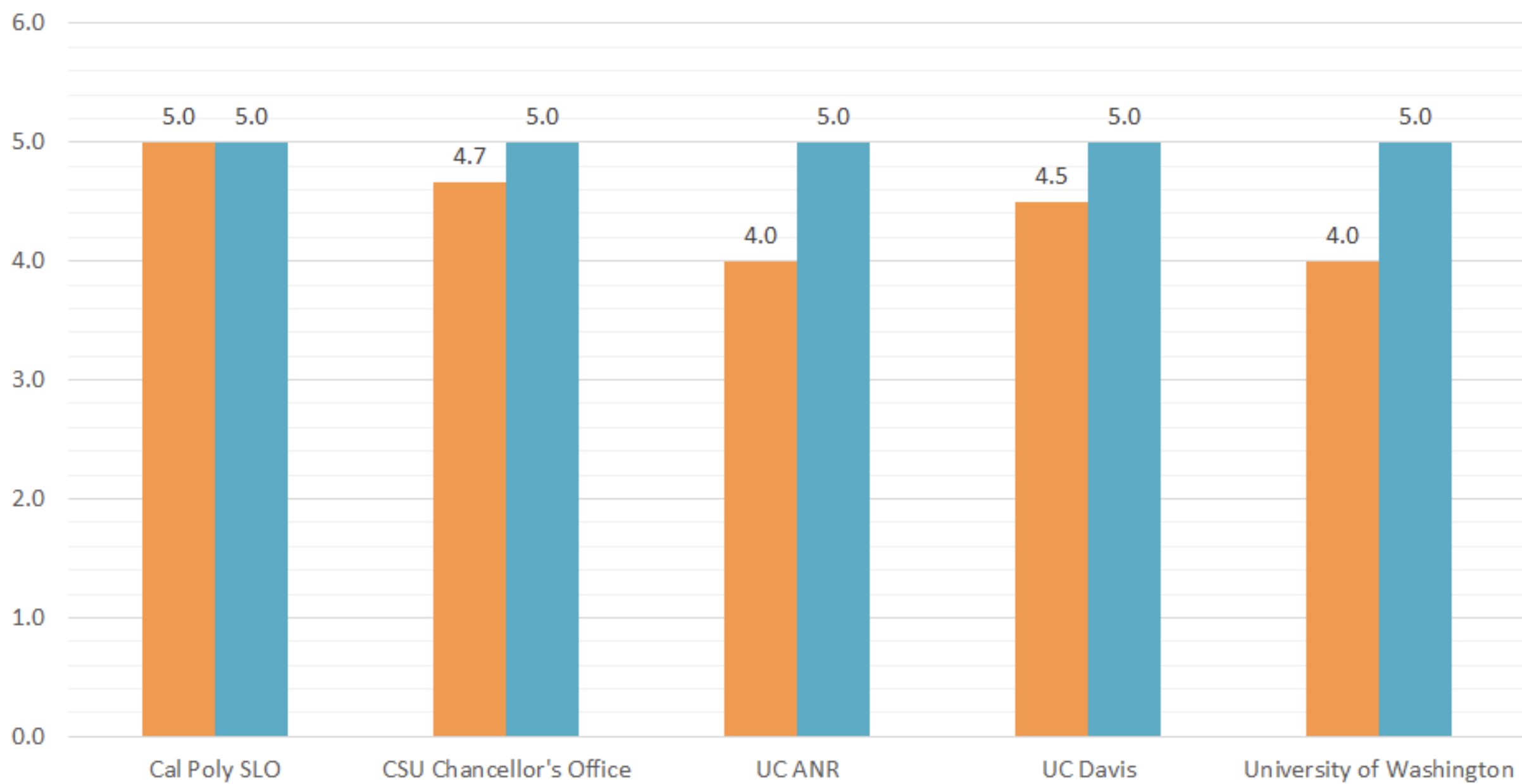
Cal Poly showed no significant change and gave excellent scores both years.

CSU CO showed slight increase (services were used by A&SA in 2020)

UC ANR, UC Davis, and UW showed improvement.

Overall Satisfaction Rating

2019 2021





Scores ranged from 4.33 to 5.00
("Excellent")

7 items improved since 2019

Website received lowest score
(4.38)

■ 2019 ■ 2021



Verbatim Comments

“Being able to discuss the survey, seek advice and obtain explanations of survey data with knowledgeable experts at any time during the survey process.”

“Staff are supportive and available. They provide great ideas and flexibility.”

“Working with Grace and Paul was a pleasure. Our survey team felt fully supported via communications, meetings and technical support.”

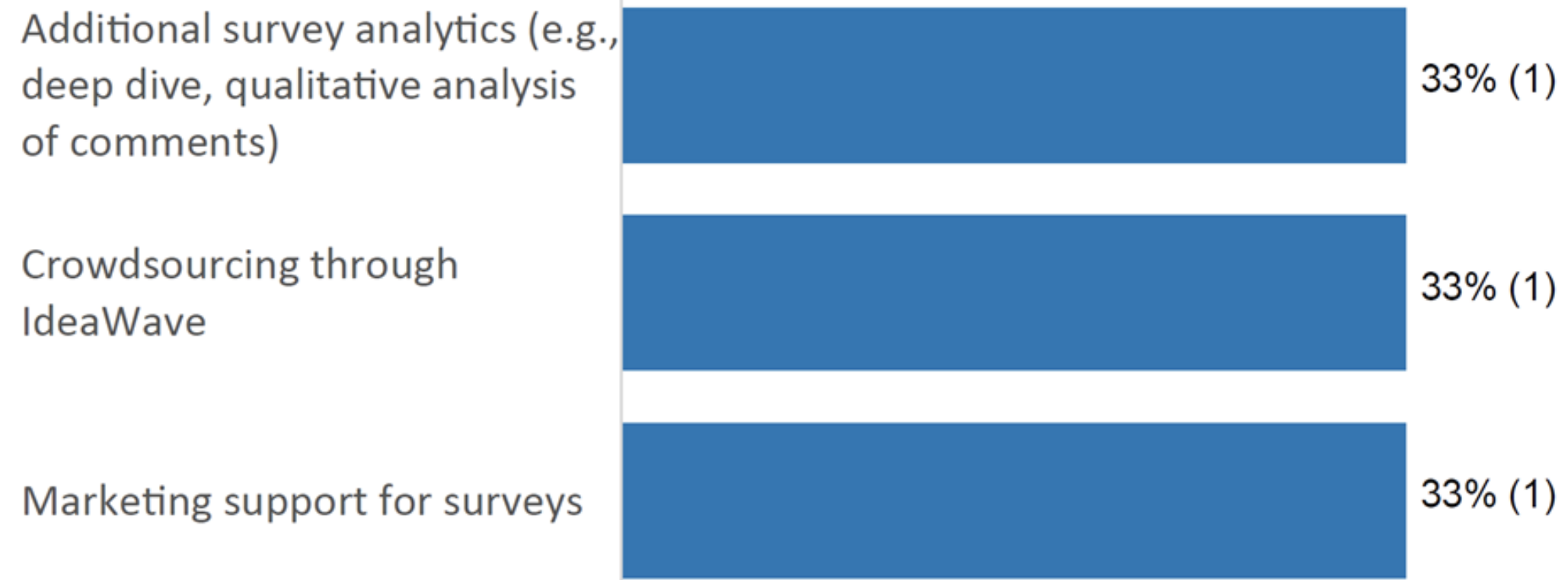
“The UCSD staff support has been truly outstanding as they helped us build our first ever Customer Satisfaction Survey!”

“They are implementing an improved interface to do the setup and defining questions. I think the survey itself is good, but the survey taker still has a little bit of a clunky experience with the page layouts.”

“Templated post survey action plans, post survey to address areas of opportunities. Some exist currently.”

Supplemental Question

Which of the following additional services would you like to find out more about? Check all that apply.



Turning Insights into Action

01

Make survey design process more efficient (e.g. design templates, collecting data, improve UI, etc.).

02

Follow up on how to make website more effective.

03

Improve post-survey support (e.g. action planning).

04

Follow up on additional services clients expressed interest in (survey analytics, IdeaWave, marketing support).

Thank you for your continued support!

Stay tuned for more...



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UC San Diego