2022 Academic and Staff Customer Satisfaction Survey

UC SAN DIEGO FAST FACTS

20%
ACADEMICS & STAFF RESPONDED
(2,953 respondents out of 14,965)

5% ACADEMICS/FACULTY who were invited responded

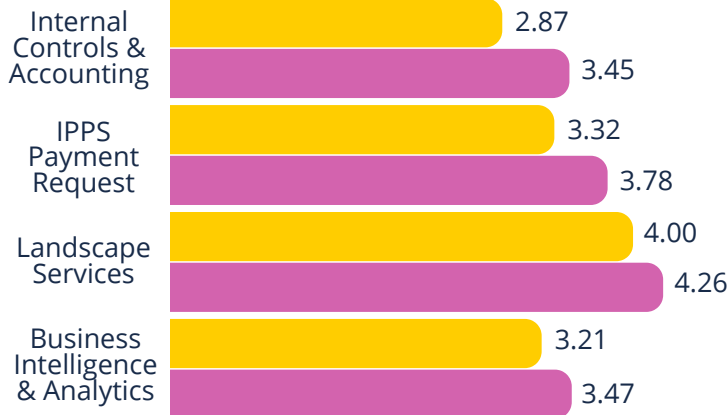**15%** STAFF who were invited responded

62 ADMINISTRATIVE UNITS ASSESSED

105 OPPORTUNITIES IDENTIFIED

UCSD MOST IMPROVED RATINGS

● 2021 ● 2022

Department	2021	2022
Internal Controls & Accounting	2.87	3.45
IPPS Payment Request	3.32	3.78
Landscape Services	4.00	4.26
Business Intelligence & Analytics	3.21	3.47

CSS Benchmark Community Triton*lytics*™

13 PARTICIPATING UNIVERSITIES

274 ADMINISTRATIVE UNITS ASSESSED

29 YEARS OF COLLECTIVE KNOWLEDGE

UC San Diego Triton*lytics*™ Assess · Analyze · Act

For more information, visit *tritonlytics.ucsd.edu*

UCSD HIGHEST RATED DEPTS

4.48 Marine Sciences - SIO Office of Contract & Grant Administration

4.41 CFO - BFS Passport Services

4.37 International Students & Program Office (ISPO)

4.29 Library

4.27 International Faculty & Scholar Office

4.26 Landscape Services

4.21 Imprints - Campus Copier Services

ACADEMICS & STAFF COMMENTS

INTERNATIONAL STUDENTS PROGRAM OFFICE

"Their staff are incredible advocates for students. They are responsive, they are professional, and they are knowledgeable. They are role models for what campus partners should be."

PASSPORT SERVICES

"Their website was super helpful in detailing just what I needed to prepare for an efficient appointment. The staff at the office was amazing! They were kind and explained the process and overall timeline thoroughly. Continue the good work"

LANDSCAPE SERVICES

"Landscape Services has really transformed the area around our building. I've worked on campus for decades, and I can truthfully say that this area has never looked so good."