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2023 Academic & Staff Customer Satisfaction Survey

22% ACADEMICS & STAFF RESPONDED
3,334 RESPONDENTS OUT OF 15,074

CSS BENCHMARK COMMUNITY

300+ ADMIN UNITS ASSESSED

13 PARTICIPATING UNIVERSITIES



30 YEARS OF COLLECTIVE KNOWLEDGE

60 UNITS ASSESSED

2022 2023

HIGHEST RATED DEPARTMENTS

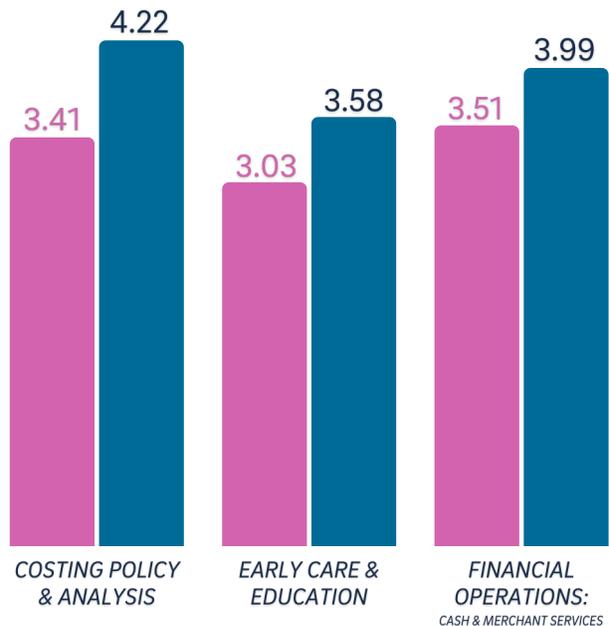
4.53 PASSPORT SERVICES

4.47 LIBRARY

4.39 SIO OFFICE OF CONTRACT & GRANT ADMINISTRATION

4.34 INTERNATIONAL STUDENTS & PROGRAMS OFFICE (ISPO)

4.29 INTERNATIONAL FACULTY & SCHOLAR OFFICE (IFSO)



MOST IMPROVED RATINGS

ACADEMICS & STAFF COMMENTS

"The staff are all very courteous and clear in explaining what they are doing and why/how they are doing it so that if similar issues arise in the future, I can better explain the situation when I submit the initial service request."
ABOUT BUILDING MAINTENANCE & OPERATIONS

"They have been so helpful to me in walking me through the process of getting a visa for an international faculty. I greatly appreciate all of their support. And they respond to emails in a timely manner."
ABOUT INTERNATIONAL FACULTY & SCHOLARS OFFICE

"They are extremely patient while answering questions at office hours. They are also very understanding of unique circumstances, and willing to help find a solution. The online Travel and Entertainment resource guide is essential, and I reference it weekly!"
ABOUT IPPS TRAVEL & ENTERTAINMENT