2019 FACULTY AND STAFF CUSTOMER SATISFACTION SURVEY

FAST FACTS

24% total completed the survey
(2,938 out of 12,021 invited)

14% ACADEMIC/FACULTY who were invited completed the survey

29% STAFF who were invited completed the survey

MOST IMPROVED RATINGS

<table>
<thead>
<tr>
<th>Unit</th>
<th>2019 Rating</th>
<th>2018 Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>CAPITAL EQUIPMENT MANAGEMENT</td>
<td>4.28</td>
<td>3.89</td>
</tr>
<tr>
<td>COLLABORATION AND MESSAGING SERVICES</td>
<td>3.53</td>
<td>3.15</td>
</tr>
<tr>
<td>IPPS LOGISTICS RECEIVING, DISTRIBUTION, OUTBOUND SHIPPING</td>
<td>4.11</td>
<td>3.83</td>
</tr>
<tr>
<td>POLICY AND RECORDS ADMINISTRATION</td>
<td>4.33</td>
<td>4.13</td>
</tr>
<tr>
<td>POLICE/PUBLIC SAFETY</td>
<td>4.26</td>
<td>4.08</td>
</tr>
</tbody>
</table>

HIGHEST RATED DEPARTMENTS

- FACULTY & STAFF ASSISTANCE PROGRAM
- LIBRARY
- GLOBAL EDUCATION DEAN’S OFFICE
- TEMPORARY EMPLOYMENT SERVICES
- POLICY AND RECORDS ADMINISTRATION
- STUDY ABROAD
- UC SAN DIEGO FOUNDATION AND ACCOUNTING

MOST FREQUENTLY MENTIONED UNITS FOR EXEMPLARY CUSTOMER SERVICE

- 245 MENTIONS IT SERVICE DESK
- 225 MENTIONS CUSTODIAL SERVICES
- 144 MENTIONS CAMPUS BOOKSTORE

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