

2019 FACULTY AND STAFF CUSTOMER SATISFACTION SURVEY

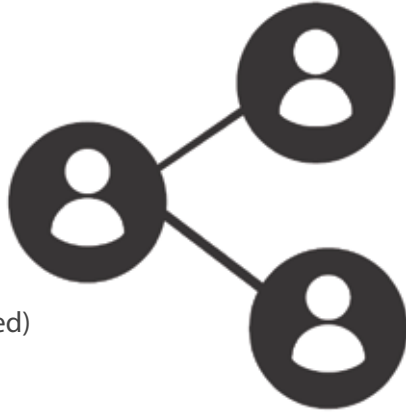


FAST FACTS

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

66

administrative departments and service units assessed

26

years in the making

6

Vice Chancellor areas represented

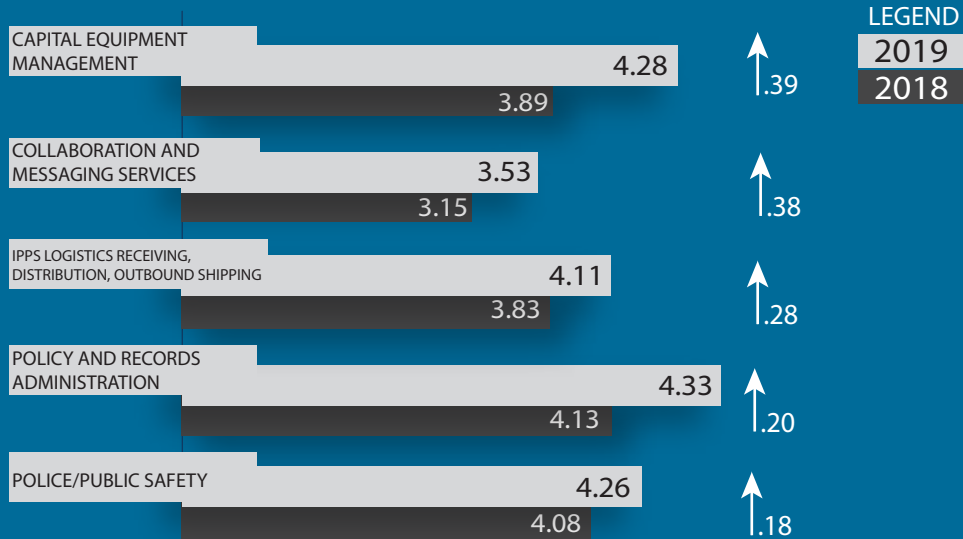
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improved campus

MOST IMPROVED RATINGS



APPLAUSE



LEGEND

2019

2018

HIGHEST RATED DEPARTMENTS

- 4.43 FACULTY & STAFF ASSISTANCE PROGRAM
- 4.38 LIBRARY
- 4.35 GLOBAL EDUCATION DEAN'S OFFICE
- 4.34 TEMPORARY EMPLOYMENT SERVICES
- 4.33 POLICY AND RECORDS ADMINISTRATION
- 4.31 STUDY ABROAD
- 4.30 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

UC San Diego

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