Overview

- The 2017 Faculty and Staff Customer Satisfaction Survey was open from September 25 through October 27, 2017
- 62 departments/units from 6 Vice Chancellor areas were rated in the survey
- 10,982 - 7,792 Staff and 3,190 Academic Personnel/Faculty were invited to take the survey; 3,293 (30%) responded

Customer Recognition

Customers could nominate departments they feel have provided exceptional customer service. The nomination criteria were as follows:

- **Personal Experience**: From my personal experience the department/unit/team provides exceptional customer service.
- **Effort Despite Adversity**: The department/unit/team demonstrates a real effort to improve services, despite adversities they faced in the past year.
- **Moving in the Right Direction**: I see the department/unit/team moving in the right direction to better meet my needs.
- **Absolutely Critical**: I believe the department/unit/team is absolutely critical and value-added in helping me do my job.

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<thead>
<tr>
<th>Department</th>
<th>Frequency</th>
<th>Personal Experience</th>
<th>Effort Despite Adversity</th>
<th>Moving in Right Direction</th>
<th>Absolutely Critical</th>
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Verbatim Responses by Department (Not all department citations included a comment)

Library

They do everything possible to meet our needs and provide excellent guidance for areas outside of our expertise.

They deal with all kinds of customers days in days out, deal with questions and complaints, searching for books.

DLDP, and many of its members, individually, have been extremely helpful to me in my projects this year. They've given me one on one training, set me up to use their equipment, and have always been there to answer questions or help me in a project. They are good at what they do and they are amazing.

I could not do my job without all of the help and support I receive from the Library and its staff. They work together to meet my needs and surpass my expectations.

Library staff provide excellent services and patrons get very good services all the time.

Laura Schwartz has been really helpful in getting video materials. Course reserves staff go above and beyond to make me aware of options for my class reserves, offer to stream materials, etc.

Mary Wickham is fantastic but every librarian has always been great. They are unsung heroes.

The library is the primary resource that supports the entire campus population and research across all disciplines. The library constantly provides and improves services and resources that enriches the campus environment.

Responsive & helpful, 100% of the time

Always helpful, knowledgeable, and dressed well.

Always adapting and going out of their way to meet odd requests. Their service is essential to my success.

Research Data Curation is working to meet two needs at once -- those of researchers looking to store/share their data and the University looking to preserve its intellectual property. Sometimes this is a fine line to tread and my department relies on both of these things. Thankfully this group is able to tread the fine line and provide top-notch service to faculty while also being strategic about a critical university asset. Their customer service is superb, intelligent and respectful.

I worked with them to get some of my data online, and they were so professional, and experienced, and helpful. They put a lot of time into working with me, and were always responsive. What a great group.

A research university needs an excellent, highly functional library as a critical resource for faculty and students. The UC should be doing all it can to preserve, protect, and support our library access and its ability to serve the educational mission. Not cut the staff and the library services.

The staff and librarians are amazing. They are courteous and approachable and provide accurate information and referrals. Some of our questions are complex and interdisciplinary and ones that require foreign language expertise and knowledge of international information sources, both print and online. I have always been super happy with their responses and suggestions for tracking down fairly obscure resources, and especially for ILL to actually locate and provide them in print or scanned versions.

In the face of substantial budget cuts during the economic downturn, the library staff have pulled together to try and provide the best level of service for their customers. Even if there are not an adequate number of library or library spaces, library staff do their best to meet their customers’ needs.
**Extension**

International recruitment is currently experiencing a lot of adversity and challenges this year. However, in a time when Extension International Programs could abandon the needs of other departments within Extension and main campus, they continue to look for ways to develop opportunities for their own programs and others. I value their team spirit and desire to create bridges amongst the various departments on main campus. Ask around, and you will see how this team helps the whole campus.

Very professional and responsive

Tinesha Garrett has been a wonderful resource. She is patient, knowledgeable, and always friendly. She is the google of UCSD services and students love her.

The employees that work in Human Resources for UCSD Extension/Business Affairs/Human Resources do a great job, work hard and are very helpful and friendly and easy to work with. Their excellent customer service does not go unnoticed.

**Graduate Division**

I am a new Graduate Coordinator, just finishing up my first year on the job. Susan was extremely helpful at directing me to portals and websites with critical information to help me do my job. She answered many phone calls and emails, all while delivering outstanding customer service. This past summer, Susan’s colleague Stephen moved on to another position leaving her to take on both roles until his replacement was found. Nevertheless, Susan persisted in delivering excellent service to me and my students.

The Graduate Admissions team is always very helpful. Even if my question/issue is not handled through their office, they always help out. The credential evaluators are very knowledgeable and incredibly friendly.

**Chemistry Department**

I organized a postdoctoral research symposium for postdocs in the Chemistry department. Marine and Elena were instrumental in helping me get all the aspects together to serve our postdocs.

They are very proactive in providing information for helping to prevent security breaches.

**Cognitive Science**

Every individual is above-and-beyond great; they're a well-oiled machine!

**Jacobs School of Engineering**

Assisting with reserving a room.

The custodial and maintenance staff at JSOE is very diligent, kind, and motivated workers. The have addressed my concerns and requests in a timely manner and with the upmost respect. They always greet me when I am in the office and are mindful of my needed. The provide solutions to my problems and always welcome feedback.
Mathematics
They are overworked - service 60 faculty members and get everything DONE in time and with knowledge - !!!!

Preuss School
The admin at this Charter School are great employee’s and truly care about the students.

AA HR
Joanna Mickle is the perfect example of how one should interact with staff at UCSD. Given difficulties that I was facing, upon contacting her my interaction was nothing less than exemplary. She has been kind, considerate, attentive, and made me feel as though she genuinely cared and was listening. My previous thoughts about HR were that they only interacted with you when you were in trouble.

Academic Integrity, Division of Arts and Humanities
Both of them are creative in their approaches to problems and adding new programs, both take students seriously and work to make the overall student experience the center of what they do.

Department of Music
They work beyond their job card and do everything they can to get the job done in a professional and artistic way.

Faculty
Without faculty, there is no university. Facilitate the work environment to allow faculty to perform at their best. Stop throwing administrative hurdles at them and facility changes that interfere with their performance and work in general.

First Year Experience Program
They are serving a huge number of incoming students with little staff or resources. They provide a valuable and enriching learning environment for freshmen and transfer students.

Summer Session
Lisa Bargabus is an absolute delight to work with and has made lots of positive changes to improve services. She really valued our feedback and incorporated our suggestions. Nicely done, Summer Session!!!
Persons Mentioned Two or More Times

Judy Parzen
Deborah Kegel