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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<tr>
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Verbatim Responses by Department (Not all department citations included a comment)

**Gift Processing**

They perform a critical role in ensuring gifts are processed to the correct funds and are accounted for properly.

Sandra Stewart is knowledgeable, helpful, and willing to go beyond the call of duty to resolve problems.

Allowed me to come shadow the entire process to get a better understanding of what happens when I send them a foundation check! Just amazing to facilitate that and allow me to view their needs, understand why they are asking for certain items, etc.
Foundation Accounting

I’m unsure of how UCSD Foundation office is organized but I do know that if I contact Kierstin Sykes, Carol Lim or Toni Drenon, they are there to help. I really appreciate a department that understands and values great customer service.

Advancement Systems and Business Intelligence

The Advancement Systems and Business Intelligence team does such great work and they are a fantastic team. Their team has the best internal customer services and their work is critical to helping the University’s data needs.

They provide incredible service to Advancement

Career Services

They need to be recognized for serving over 40,000 students with limited resources.

Office of Donor and Fund Stewardship

Provides gift information, reports, and acts as training support for STAR (Cognos based reporting dashboard).

Prospect Development, Advancement Operations and Campaign

The Prospect Development team, especially the ASBI and Prospect Management teams, are exceptional in their customer service. They are solution-oriented, intelligent, and are always working to improve their services to better meet business needs. Particular shout outs to Erin Kilburn and Daric Brummett.