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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<td>OCGA</td>
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Verbatim Responses by Department (Not all department citations included a comment)

OCGA

Being a new fund manager, both Ann and Teresa are always willing to help me with my questions. Sometimes I feel like I ask them the same question multiple times, but they are never short with me and are always patient. I really appreciate how knowledgeable and approachable they both are because it helps me do my job better.

Both OCGA and OPAFS have been improving greatly! Defiantly heading in the right direction and it's apparent.

Karim Hussein (OCGA) has always had great customer service and has always been a great team player. Leyhda Acol (OPAFS) has been so helpful in working with me to resolve problems and I feel as though I am not working with a separate department, rather that we are a team working to come to a solution.

Both the fiscal teams of Biological Sciences and Chem/Biochem are very knowledgeable. They tend to put out fires long before it reaches the central offices. Their approach is very collaborative, and each research administrator is trained to handle any situation. Not only that, the supervisors make sure their doors are always open to their supervisees.

Natalie Powell--she has worked through more adversity than most could dream of here at UCSD, and keeps on doing amazing work. She has way too much on her plate, and always responds to phone calls in spite of that. Stella Sung--she has been always fantastic at working with faculty and departments, always has a great attitude, and constantly works incredibly hard for everyone around her.

Both departments are critical part of a fund manager. We need OCGA for assistance in proposal submission and any pre-award situation. OPAFS is needed for financial reporting and all post-award situation. They both are a fund managers life line.

Sheila and Sharon at OCG are very responsive, answer my questions in great detail, and are quick to ask me for clarification if there's anything wrong with the contracts process. Gina at Risk Management is also very responsive, and has been exceptional in helping me through complicated paperwork and claims processes.

All the analysts at OCGA for their hard work and dedication through the new Department model: Heironimus, Barbara G.; Balsalubre, Fernan E.; Sisanachandeng, Oudone. These 3 people have taken on so much work since the new department model. They have taken on the large majority of the work at OCGA.

Grant preparation services and submission has significantly improved and streamlined.

The formation of teams assigned to departments and the increase in open and consistent communication has been outstanding.

Changes/shorthanded but still working hard to get it done.

Basically, they pay the bills. UCSD faculty get a lot of grants so they must be doing a good job. My experience has been seamless so far, even when I dropped the ball. They've gone out of their way to help me get my grants out on time at the last minute and though I'd like to expect this, I cannot expect a lack of preparation on my part to constitute an emergency on their part. It seems they recognize the importance of their jobs to the welfare of the University and it's faculty and execute their responsibilities accordingly. For this I am grateful.

They (espl. Fernan Balsalubre) were espl. quick and timely with their service!
Transitioning emerging technologies to the marketplace is tremendously important, both from the faculty’s perspective and campus. It’s a great way to benefit society and market the innovations being developed at UC San Diego.

OCGA is our backbone and last line of defense before submitting proposals to agencies. OCGA are the experts in requirements and expectations for agencies.

Knowledgeable, focused and very helpful.

See my review of OCGA, but again, Fernan and Susanna have been outstanding!

OCGA Team is friendly, helpful and knowledgeable on all legal aspects to variety of agencies. Their shift to a department-based assignment model was an excellent decision.

**Office of Postdoctoral and Visiting Scholar Affairs**

Ginger is always very helpful, extremely knowledgeable and easy to reach. The workshop she leads are very interesting.

I am a postdoctoral employee and they offer a lot of support, trainings for the improvement of my postdoctoral experience.

THE POST DOC ASSOCIATION FOR DOING A FANTASTIC JOB AT IMPROVING THE LIVES OF POST DOCS AT UCSD.

Although I am not a postdoc, I have noticed that the UC San Diego Postdoctoral Association (PDA) understands the needs of postdocs and keeps providing variety of programs to help them.

**Office of Innovation and Commercialization (OIC)**

Great job with the turn-around in the last couple of years. Better staff and better services and resources from the office.

**San Diego Supercomputer Center (SDSC)**

SDSC Operations staff are professional, knowledgeable, and always willing to help out.

They are extremely helpful and work odd hours. Kudos are owed.

**Research Compliance**

Both Justin and Jeffrey help facilitate training. They both have responded immediately to any and all questions I've had and even provide videos and screenshots of how to navigate the websites and troubleshoot why things aren't working. They really take the time to help me learn how to use the new UC Learning website and if I’m still unable to do something, they take care of it for me. It’s been a real pleasure working with both of them.

**Research Machine Shop**

I don’t know what department the Campus Research Machine Shop belongs to, but they deserve special recognition. The staff is friendly, very knowledgeable, and eager to assist customers. Working in a research environment, the machine shop is an invaluable source of knowledge, parts and services to facilitate our work.

**Animal Care Program**

They are very professional and helpful.
Calit2

Under situation of his team member's maternity leave, Jeffrey did his best to fulfill all busy paper work on time.

Calit2, Facilities and Events

We wouldn't be able to perform our research in the best way without excellent building management and facilities.

Core Bio

They are friendly and are great at making deliveries. Also great that if you are in a pinch, you can go pick something up on campus, the same day.

Export Control

Though not listed in the department list, UCSD Export Control is an incredible resource and, especially given that it's only two people, is extremely responsive. They're building a compliance program from the ground up and involving all parts of campus to make it a robust program, all while dealing with the daily demands of PIs, shipping, contracts and grants, etc. I handle department of defense and industry contracts at SIO; given SIO's research focus and the current federal focus on security, export compliance is crucial to our research and research funding. UCSD export control are amazing and we couldn't do any of this without them.

Material Transfer Agreement Office

Prompt and accurate response and execution to requests.

Research Administration Training Program

Their innovation with training is relevant and current. Training faculty, staff and researchers on current policy and procedures using a variety of modalities offers critical information efficiently. I value this group as a partner and they clearly support the mission of the university.

Persons Mentioned 2 or More Times

Ann Dunbar
Fernan Balasubre
Karim Hussein