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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<th>Department</th>
<th>Frequency</th>
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Customer Recognition, continued

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

**Custodial**

They are the most overlooked departments, yet their employees provided valuable service to the university in keeping it clean, inside and outside of every single buildings and their surroundings. Their services are mostly taken for granted by the majority of everyone who working and/or visiting the university.

Steve from Custodial operations (Facilities) is the best custodian ever to service our SIO department. - Self Supporting Activities for Recharge Rate Request team. Very knowledgeable and great customer service.

Chris Johnson and the custodial team are amazing! They do one of the least enjoyable jobs on campus and yet they always maintain good morale and customer service. Chris specifically is always willing to help with any issue and answers any questions within hours, whether he is on or off the clock or even on vacation. They deserve special recognition!

Cleaning crew for ACTRI 4th Floor, East Wing on East Campus - Elizabeth especially. The crew has helped us settle in nicely.

Despite less staff members, other staff going on vacation, and a tremendous amount of work to cover, Cornelius and Elvira are always professional, personable, and provide excellent service. They are appreciated!

Constantly unrecognized and criticized, they are the backbone and keep our campus and buildings beautiful.

The Dept has great ambition and idea to better serve its staff, students, faculty.

Very helpful whenever asked for help.
I am a worker in the custodian department and with us the effort and dedication that my colleagues make every
day, so that the students feel at home, and every day we will improve to provide a quality service, that is our goal.

The guy who's always on duty at Hamilton Glaucoma Center is superb. He's always cleaning our carpet when needed
and provide our needs for supplies on time.

They are here nights, weekend, and holidays, when most people are with their families. They are here during
emergencies, and work extra hours, and days for special events like Move-In and Sun God, to make sure the campus
is clean, and the students’ needs are met.

Keep the campus clean and probably do not get recognized often.

Finally, a custodial supervisor and director who really care to do a great job. Both Greg De Peder and Jason Kayne
are assets to UCSD!

They are reliable and always attend the needs of the building and staff. The restrooms are always clean! They do
their work as expected.

Teresa from Custodial Services is responsible for my department. She has always done an exceptional job, she is
extremely kind and friendly, and she works hard. I asked her once if she could vacuum my office, and even though
this is done only once a month, Teresa got it done right away and specially for me. She is always very nice and we all
love her in this department!

Every worker I have encountered has been courteous and professional, making sure they put our needs ahead of
theirs even with the workload they have.

The custodial staff are very friendly and everything is clean when they are finished. They are considerate of those
who work in the space they clean, they are careful to warn about wet floors.

Considering the number of people in this huge campus, I think the campus are very clean because they do a great
job.

I've been here for a long time and this is the first time our department has been thoroughly cleaned in ages (this
past summers crew and current crew are great!)

What would I do without them? Plus, they go above and beyond to support our work.

Working tirelessly and quietly behind the scenes to keep our offices and buildings clean.

Lovely people, frequently badly treated.

No words needed they are the best.

Always friendly and responsive, even the temp staff very helpful. We can count on them to handle both routine and
out-of-the ordinary needs. I appreciate their hard work and great attitude!

Custodial team for Mesa / OMS are great, they do an excellent job. Lock & key team are on top of the work orders,
even when is a lot, they are great and very friendly.

Jill is always friendly and does such a great job keeping our building clean esp. amongst the workers doing work on
our building.

Custodian staff is so kind and does an amazing job in our building (BRF2).

Big improvement from the hit-and-miss service from years past. Rene and Joe are the most friendly and service-
oriented team ever. Also, the restroom service program over the past two or so years is great, especially considering
the ground-floor facilities were once chronically stinky and plagued with overflowing wastebaskets and empty paper towel dispensers.

I don’t know her last name, but, Bellsy (the custodian for Ritter Hall, SIO) is fantastic! She does a wonderful job and always friendly!

I swear in the last 5 years I’ve cleaned up the 4th floor conference room in PSB more than the custodial staff. But this year, definitely a change.

Before they made the improvement, I was bagging up our trash and sweeping the hallway. Janitorial Services for NSB have been much improved this year. They deserve Special Recognition.

Kelli Dayton, Janet Medina, Shana Trang Lilia Huevo(?) are all great and helpful. The people that helped me out at canyon vista Joe, Ryan, Charles, Gabe, Rafa, Kevin, Louis, Lilia all went out of their way to make me feel a part of the community. The cleaning crew at night that is there are always helpful. The 64 crew is great Lidia Becky Mark Steve are all great examples of how to treat customers.

Price Center Custodial and Maintenance Staff for their hard work and dependability as well as their adaptability to Price Center use patterns. They are fast, efficient, and help make the Price Center building a positive environment for students, staff, and faculty.

Shout out to our Custodial Service team in Price Center for delivering such outstanding services. They are honestly the staff that are the most approachable and at times understand students the most on campus.

Without the cleaning crew, the lab space would be over flowing with trash and it would be unsafe for people to work.

The floors are always clean, the bathrooms tidy, the trash taken out, everything runs shipshape!

Always welcoming, and helpful whenever it is needed.

All areas are always immaculate. She periodic arrange to get a carpet cleaner and she personally will spot shampoo our floors. Our bathrooms, kitchen areas are immaculate.

Steve is usually the first person I see each day, and his great attitude, work ethic and standards never fail to inspire me.

The evening/overnight custodial staff that services Geisel Library is great. I haven’t seen Angelica in a while but she is a lovely, hard-working employee and a pleasure to talk to. The whole unit is great. They always respond in a timely manner, and are very approachable and nice people.

It’s the little things that count and this department does them well to keep us moving. They should be appreciated more.

In my previous role in Warren Residential Life half of the work in the residential area would not be able to be done without the hard work of these two teams. They are the true heroes of the area!

**EH&S**

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.
Beth Leeks is very nice, helpful, knowledgeable, and always responds to our EH&S questions promptly. The same goes for Chris Comfort when we have questions about radioactive materials.

EH&S has always been necessary and useful, but over the 15 years I've been a lab manager they have continued to be helpful and useful and extremely competent, giving labs exactly what the labs need to be successful in implementing safety. The only reason I didn't check the second box is because EH&S didn't need to improve, and they didn't face adversities because they are pro-active and prepare their employees and labs to be prepared rather than to be re-active.

They do a great job. They help keep the campus safe and are helpful in their suggestions as opposed to criticizing.

They are always so helpful and quick to respond to my questions or any problems that I have. It also feels like they are genuinely trying to help and they don't create an adversarial relationship which I've seen in the past.

Staff is very helpful. Especially Reggie Long. Every time, I send a question, I get the answers right away. He had helped solving multiple problems. Brought safety stickers to us, helped multiple times with internet training record problems. Very supportive to our research. When scheduling visit to the lab, he is always very flexible about date and time. The interruption to our research work is kept at minimal. We are very grateful.

Always has a caring and knowledgeable attitude and seems genuinely invested in the safety of my lab personnel.

They navigated the difficult time of being under OSHA regulations due to the Chemical accident in UCLA. They really went overboard to help PIs comply with the rules in a non-confrontational manner.

I have worked mostly with Beth Leeks, Rich Haefele and Kayla Woodward. They are consummate professionals and team workers who make me look good. (They are very, very patient)

EH&S as a whole department, all of the teams are excellent and critical to the safety of the university. The RAS's have the unenviable job of safety inspections, which I know many labs view only as a hassle or even an impediment. In my experience the EH&S staff always remain polite yet firm, explaining why the things that are required of labs are needed. Wendy and Monica of the CS group are so helpful and make the job of handling controlled substances straightforward, when it would otherwise be a trial of paperwork and audit stress. Seth Mullen and the rest of the biosafety team are also very helpful, providing assistance whenever needed. Doug Harvey and the others handling chemicals on campus really know their stuff and we appreciate that someone is keeping track of the dangerous substances. Honestly everyone I've ever worked with in EH&S has been among the most knowledgeable people I've met at the university. They know so well the things related to the areas in which they work, and it really takes a lot of stress off of those of us managing labs, that we don't have to keep it all in our own heads. I can't know everything about each chemical being used here, or what new laws there are regarding workplace safety, or any number of things that need to be kept track of in a lab. Knowing that help and answers are available any time is so reassuring and I truly appreciate their experience and assistance. I know that we are all safer at work because of the EH&S staff's support and commitment to their jobs.

EH&S Department for their vital purpose, hard work, determination, and expertise in their field.

EH&S Department is very responsive and always courteous. They work efficiently to find solutions.

EH&S does an excellent job. I am sure they save the university on many levels, and the individuals I deal with are always courteous and helpful, even though they deal with an area that for many is considered an annoyance. I feel UCSD is an extremely safe work environment, these people work hard to make it that way.

The team lead by Richard Snow, Mark Gonzales and Agustin Palos - are some of the hardest working staff members we have on Campus. Every day they work to keep our campus safe. Picking up hazardous waste/materials from
every building, lab and medical center. They then bulk it, store it, process it and make sure it is safely processed in
the most sustainable and efficient way possible. They are our unsung heroes.

Our unit is in a Camp Matthews building, and we have dealt with all sorts of pests - bees, fleas, rats... even a raccoon
who fell through the ceiling during work hours. Rocky and his team always respond within minutes to save us. They
are definitely the campus MVP.

Beth Leeks is always willing to help and never has a problem with the questions I throw at her. Our lab is much safer
under her guidance.

They are very helpful and they are the best.

The staff are professional and helpful and diligent in their duties to keep the university a safe and productive
environment. They have improved the documentations from paper to online. They help the faculty and students
to navigate through these documentation procedures.

The Hazardous Waste Team over at EMF. They probably work harder than most people in EHS, get paid the least,
and from what I have seen at staff meetings, get a bad reputation for some reason. They go above and beyond every
day to make sure that the entire campus has no issues with any hazardous waste so that when inspectors come the
labs don’t get knocked with fines. They respond quickly to all types of calls, are helpful when accidents happen on
campus and I just feel like they need to be recognized for their hard work all the time.

Kayla Woodward provides timely help to our lab when we have several new members who need to finish safety
training so they can work safely in the laboratory.

Bookstore

Having consistency in the service provided it huge in attracting and retaining divers students, staff, and faculty.

Bookstore is clean, nice, friendly, helpful and a nice variety of merchandise.

They have great customer service.

I am always greeted when I enter the bookstore. The staff is friendly and knowledgeable.

Bookstore went above and beyond for our business needs by providing same-day delivery of emergency supplies of
technology at decent prices, are very helpful despite being incredibly busy. They’re a great place to send out
equipment for repair. They take care of all the logistics of sending it to the proper repair centers. It’s completely
headache free. My little sister attends UCSD now, and the police are just a pleasant presence for her safety. My
own brief interactions with them have been very friendly and pleasant.

Pablo Rubio & his team at the Price Center Bookstore. Thank you for saving me with print services and outstanding
customer service! Whether the service needed is "no rush" or "RUUUSH!," large or small, or whether I need their
expertise for outsourcing a job, Pablo and his team take care of it. They’re welcoming and they remember me.

Sara Thoreson and Leslie Verfaille at the bookstore (readers and customs/ordering) are the more professional,
knowledgeable and on top of things team I interact with on campus.

Sara Thoreson is constantly in contact, making sure we have what we need, and is professional in every interaction.
Her customer service is amazing, and she is an expert in copyright issues. Her turnaround times are amazing! I’m
sometimes worried that we’re getting reader materials to her too late, but she has consistently made it work. She’s
so good that our publisher rep sings her praises!
Having been assisted by Ms. Valladolid several times, I have always been impressed by her knowledge and customer service skills.

We are an academic institution and the course materials team (of which there are 3 people for the whole university) really work hard to try to assist the academic endeavors of our students and instructors all the while keeping costs in mind. All the while having to contend with a business world that is very tough and in the midst of a upheaval that they've had to navigate, innovate, and fight to sustain with less and less support and resources. Most importantly any way we can highlight what it is they do will also provide this team with the much needed exposure to those on campus who still don't realize what a valuable resource this team is for them and are not utilizing and working with them to make this university the best it can be!

Had two amazing customer service experiences this year where the store manager stepped in to make things right.

UCSD Bookstore, we work hard every day to make sure our students and faculty have everything they need for school, and for everyday life. I must admit- I am partial because I am part of the staff! Have made a strong effort to make the Bookstore more of a student-run operation over the past year. Have given many students leadership roles and have given them more of a share in the everyday operation of the store.

**Imprints**

Issues are dealt with very timely.

Gina went way above expectations when triaging issues with our copier MFP unit in our student lounge. She dispatched technicians to research the issue who replaced multiple components in the MFP. She followed up frequently to check the operational status of the MFP. It has made a nice impact to provide increased services for our students.

I use Imprints often, and their reliable service and superb customer service always bring a smile to my face.

The staff is courteous, efficient, and conducts jobs accurately and timely.

This department is friendly, courteous, knowledgeable and always exceed department expectations whenever we make a service call and order paper for our copier. Their online meter reading makes it easy to submit our copier readings. Honestly, I've never encountered a problem with Imprints - Campus Copier Services. Imprints offers a variety of copiers that meet the needs of our department. Whenever we've had an issue it is quickly resolved with a smile. Their techs are extremely knowledgeable and friendly. What more can you ask from a department?

I do graphics for the Library and they have been invaluable in helping me meet deadlines and to expedite my "tweaks" on-site. Real time-savers!

Imprints at Perks are absolutely AWESOME! I love their staff members: Pablo, Thomas, Chang, and all the people who work there are incredibly kind and helpful. Love to work with them any time! Imprints at the Bookstore.

Imprints at the Bookstore. Specifically, Pablo Rubio provides outstanding customer service. Also, Leo from the Custodial department is an excellent employee that goes up and beyond the call of duty.

The staff at the Price Center Imprints has been vital to my ability to provide successful marketing and materials for my job. They have been able to provide me with my materials faster than I needed them and at a lower price than the off-campus competitors who have given me a quote.

The staff are always so helpful. They understand my needs and wants even if I don't fully know at the time. They show me a sample of what my requests looks like on the computer and as a hard copy. They are efficient and timely.
They make special accommodations for me. They always greet me with a smile. They provide me with options so that I can stay within my departmental budget and show me samples of what my budget can pay for.

They have very convenient hours and print academic poster exceptionally fast. I have been making conference posters for two decades and have never had as good an experience with a poster printing service as I have with Imprints.

Pablo and Thomas are just amazing and always take care of our department’s needs!

Imprints team, needed something right away with a fast turnaround time and they were able to help me out. I got what I needed on time with perfect communication.

Rex from Imprints is always extremely helpful and a huge pleasure to work with. He helps my day run smoothly and allows me to get our new employees up and running with new business cards.

The Imprints Team - on campus in La Jolla near the student services/gym/police and security headquarters. They are incredibly patient, kind, and provided outstanding customer service! Truly a great team. They are critical to providing necessary materials for my department in an efficient manner.

The Imprints team impresses me every time I deal with them. They are fast, courteous and know their stuff. If they don't have the answer, they'll find out. I appreciate the convenient service and products they provide -- and their convenient campus location. Good job, team! Keep up the good work.

**Shuttle**

Drivers are courteous and helpful.

It would be so hard for us to get around without the shuttles. I am happy that we have them.

Even though there are many obstacles on campus due to construction, the staff is always kind and extremely helpful with their customers.

Thanks for helping everyone get to where they need to go in order to carry out the many functions of this university! Shuttle services employees are always kind and helpful.

Being new to UCSD I at first was overwhelmed by the size of the campus, but after learning the reliability, the frequency of stops and how friendly the staff is with the campus shuttle services it has made my job easier and relieved my stress of trying to make meetings on campus in different areas on time.

There have been several changes to the SIO route lately, and although some inconvenient changes were temporarily instituted the route is currently very convenient and easy to use.

I work at SIO and I am glad that Shuttle Services is working hard to make it so that those who work down at SIO can continue to have access to the shuttles that go up to main campus.

I have found Shuttle Services to be efficient, timely, courteous and friendly. I feel safe riding the shuttles, and every driver has provided assistance when needed. With so much construction happening, Shuttle Services has remained consistent throughout.

This improves my movement to and from the campus.

Often when I am running to the shuttle, they will wait and make sure I get on before leaving.
Because parking on main campus is near impossible, even with a valid B Permit, I rely on Shuttle Services for those days I must park outside of walking distance. I am very thankful for the helpful, courteous student drivers, and the reliable schedule and tracking ability of shuttles.

They are very friendly and meet my needs.

**Facilities Management**

Steve Jackson has really done a good job moving Facilities Management in a positive direction. He advocates for his people and the needs of the campus and before he arrived FM didn’t have that sort of leadership.

Every interaction with this team has been pleasant and effective to the needs of my team. Both Rene and Tim go out of their way to not only provide us with services and assistance but to explain and elaborate on each issue that may arise. I am truly happy to have them nearby!

As a member of this department I feel we have improved in so many areas.

Their effort to clean-up their old projects is fantastic.

FM hiring plan has been proactive. We are getting our personnel team back to operating levels. Our managers have an open door policy and listen to each employees concerns. We have the tools that we need to do our job. We do need more lockers in our building for our PM material.

Repairs are done more quickly. Information is readily available. Experience and knowledge of campus and policies. Great communication.

We've had several unusual FM maintenance/repair requests over the past year, and Kathy Mascari is our go-to person. She takes care of placing work orders right away and stays in communication until the issue is resolved. She's a gem!

A finicky air handling system in the building has led to numerous problems in labs. Mark always seems to appear and make things work again.

This unit is crucial to the campus as to getting things repaired and provides a working order to what needs to be completed in a timely manner or means.

Steve Jackson has done a great job building relationships. His team works to follow suit.

Tim Beach and Rene Real — Facilities Managers in Warren College, as well as the custodial staff. AMAZING individuals. They play an extremely important function to keep our campus running smoothly and safely as a whole, and go out of their way to help at a moment’s notice.

Robert and his team which assists my department with the cleanup of transient encampments on the UCSD campus. They also are quick to inform me and other officers about encampments or signs of illegal lodging so we can follow up and start the documentation process in which to remove the illegal camps. Robert and his team will need additional resources and training given the recent outbreak of Hep A within San Diego County.

**Facilities Maintenance**

Facilities and custodial services have both been extremely customer service oriented this year. They ask what we need, they do things quickly, and they actually check on their work.
The Maintenance crew have ALWAYS been there in times of critical need, we are housed inside CMM E vivarium and when things go awry, they have always supported us and made sure that our critical experiments are saved even if it means that they have someone round the clock on watch for us. Additionally repairs and maintenance orders are always filled in a timely fashion and with a smile and extremely competently.

We have had several issues with the A/C in our server room over the past year (it is very old) and the building maintenance crew has been very positive and proactive trying to avoid issues and very quick and helpful when problems do come up -- superb job!

In times of emergency the E Shop has really pulled through. The Lock Shop has responded to emergencies when access locks are down and users can’t enter. The Sign Shop has worked on much needed signs for the buildings. Irma and Doug have been taking care of all of our patches, paint, etc completed quickly.

The Facilities Team under Kathy Mascari have always given exceptional service - whether it is for our AC needs, plumbing needs, key needs, cleaning needs flooding problems - they respond in a timely and friendly manner.

FM Electrical Department are constantly meeting deadlines and helping the university.

HVAC keeps this campus running cool and hot! Knowledgeable and willingness to help! True team.

Parking

Parking staff is always on the ball! I couldn’t do my job without them!

Despite being blamed for and asked to make the literal impossible happen (we cannot magically create new parking structures so that everyone has a spot in front of their office) Parking and Transportation has made obvious and real efforts to try to mitigate this pain for the campus and come up with new solutions and creative problem solving. The positive leadership in AVC Mac Pherson is evident!

Always friendly and helpful!

I have seen a lot of improvement in the Parking Office this year. A challenging environment for their staff, with such shortage of parking, but they are professional and try their best under difficult conditions. I am pleased to be able to print one-time parking passes on-line.

I like the Parking service staff as they have to work harder than any of us, take the heat for what is mostly out of their control, and still show up with a smile :)

The staff members are all very pleasant and knowledgeable.

They understand their customers’ situation and made necessary changes.

Sunshine Market

Christine just recently retired as manager of the Sunshine store. She was ALWAYS very nice and pleasant to speak to. The young man that took her place seems like he’s doing a good job! Makes you want to keep going back:) Very professional. Student staff is very friendly and courteous.

They have the best, most courteous employees!

These guys work very hard to satisfy their customers. Even when the line is long, the worker checkout is quite fast. The group is well organized.
Police

Seargant Luth did an outstanding job guiding and giving me information on where to park close to event. My husband is not able to walk long distances because of his hip condition. She responded to my email request right away back and forth, and provided all of my options. I parked just across the street on the day of the event. I really appreciate her help.

RSOs are committed to delivering effective, courteous and responsive service to their communities. They attend orientations to provide students with tips and safety information to help them transition to campus life. Officers get to know residents and become involved with the community they serve. Outstanding performance.

The RSOs are dedicated to serving the community through community policing.

RSO's are on the frontline of providing safe environment every night by protecting Staff and Student housing. This includes responding to community concerns at late hours and resolving problems effectively.

The dispatchers are quick on their feet and know when to say “I don’t know,” which rarely happens. They want to be effective and efficient and do that with excellent communication. They stay positive and seek the best solutions for any situation.

The Police Department is always helpful. I am willing to bet that they don't get enough positive recognition. I have received a ticket, received a warning, and had an accident. The officers are always professional and polite. Hire more cops PLEASE! Our campus is huge. There are so many distracted drivers, jay walkers, etc. and these cops are on the ball.

The staff who run the R.A.D. Self Defense class through the Police Dept. deserve special recognition for giving their time and talent to offer this valuable training in the most sensitive and supportive way possible. It is my understanding that the Dept. sponsors this program monetarily as well - offering the class for $10 only. I spend a lot of nighttime hours in the fall months with recruiting activities and so greatly appreciate the education that can help make a safer environment.

Without giving too much details, they made what could have been a potential dangerous encounter in my department with an unhappy person, to a well diffused situation. Sheldon and another officer helped us all feel much safer.

ECEC

ECEC Office Staff has provided me with family support and resources for my child with special needs. As a teacher here, they have sent me to trainings and webinars not only to support my role as a mother! But my role as a teacher, working with the children in my classroom. The office staff & I, recently applied for a grant to provide funding for materials that will benefit all children of the classroom but the main focus for a child with Autism. We are waiting for next month to hear the results!

All the teachers and staff are wonderful at ECEC.

The Mesa Child Development Center is one of the best parts of UCSD. Our daughter is still benefiting from the time she spent there. While I do not expect to send another child of my own to MCDC, the tremendous opportunity they offer to faculty children is an excellent recruiting tool when we are trying to hire new faculty.
ECEC Teachers: Rana Metwalli and Sara Osorio are exceptional teachers, they provide the best environment for babies and make my little baby girl feel at home and that she's part of the family! I couldn't be happier with the care that they provide for my daughter!

**Landscaping**

Grounds and Landscaping staff. Robert Hernandez and Greg Snelling's groups are beyond helpful in all things environmental and sustainable. I cannot even begin to describe how wonderful they have been this past year. All of FM is understaffed. The Grounds and landscaping group is no different. Yet when my department asks for anything to be done or help in finding a water leak, they quickly respond to emails and phone calls, immediately plan to get the job done, and work side-by-side with me with smiles and thank me for working with them.

They really make our campus look so well maintained and are always working so hard!

They do a tremendous job with what they have, but they are badly underfunded.

The Recreation Grounds & Maintenance teams consistently go above the call of duty to help meet the needs of their customers. Their exceptional teamwork performance and work successes has demonstrated and achieved extraordinary results. They possess a remarkable commitment which consequently has shaped a significant, positive improvement and transformation in the overall appearance, productivity, as well as excellent customer service to the students and the university community. Their exemplary commitment, professionalism, cooperation and achievements are well appreciated!

**Special Events Parking**

The nature of the Executive Education program I work with requires a lot of reserved parking for events and distinguished guests. There have been times where I didn't catch an error or omission from a parking request but urgently needed a question answered or personnel dispatched to help with my event/request. Jim and his team have always come through even at the last minute, so I am extremely appreciative for all they have done for us. Thank you!

Kaylee White in Special Events parking is outstanding!!! She is so responsive to our parking requests and needs and is always professional, polite, and a pleasure to work with!

Out of the departments I've worked with, I feel the Special Event Parking team has always gone above and beyond to accommodate my requests, no matter how small. The staff is always friendly and willing help me figure out a convenient solution for any problem. For that reason, I would suggest special recognition for their team.

Their handling of graduation/keynote & community speaker/move-out was fantastic in both proactive and reactive communications.

Special Events Parking has always been very responsive and accommodating.

Many times I have had to change dates/times and they have always been gracious and accommodating, timely in responding and very professional. Visitors to our department have never had a problem with their parking and I love these guys!
**Risk Management**

Both the Risk Management and the Equipment Management teams are deserving of this recognition. The service they provide, and the way they provide it stand as a delightful contrast to the service from most other departments I work with. They both make things quick and easy. They have designed and deployed systems that allow us to get things done in the least amount of time. It sometimes feels like I'm bothering the departments I work with, but that is never the case with the Risk Management and Equipment Management teams.

Great resource on campus and always willing to help.

It has always been an easy department to work with.

With short turn-around times for field work needs for research, the team at the Risk Management Office made it possible to charter vessels. Jon Schmidt was outstanding in his help and knowledge. Thank you!

**Capital Program Management**

This team of 10 people are the "unsung heroes" of the department, providing excellent support and service for all of the design and construction projects for both the campus and health systems. They are responsible to provide all administrative and project management support for each project and to work directly with General Contractors and Design Firms to ensure that all documents are processed in accordance with UCOP standards. They also are responsible to schedule hundreds of meetings each month with clients and project teams. They are responsible to perform a myriad of essential tasks and are seldom recognized for all of the work that they do. The department could not conduct business without them!

Everyday, the team of project managers, architects, contract specialists, and inspectors, work incredibly hard to make sure that UCSD looks incredible for the faculty and students. CPM is ever evolving and keeps up with the times as our student's needs evolve and grow. They handle breakdowns and set-backs with ease and the department always has an answer to any question. I feel as though CPM should be recognized for the mere fact that they don't get recognized enough for keeping UCSD functioning and growing!

They always put the customer first and have gone above and beyond to communicate with their customers to confirm that they understand.

Rhonda, Jessica, Jade and Carrie Robb. Outstanding work and great service oriented bunch. Very thankful to have them available for our staff needs.

With changes in staff, and added project managers and more projects on their plate, the project specialist are always doing their best to work with meeting the needs of their project managers and the team on each project.

**Equipment Management**

Jamie Wheat and Dan Clipson are always top notch when it comes to customer service. They are always willing to help out however they can to make my job easier. Great job guys!

**Physical & Community Planning**

In this time where there is much construction, planning, and physical change happening on campus (LRDP, Trolley Expansion, bridge and parking structure construction, exterior renovation and construction of buildings, etc.),
Physical and Community Planning has made a tremendous effort to make information about the changes and the change process available via e-mails, web site, and many in-person presentations, all of which have been informative and helpful to me. The program I manage is impacted daily by all the transportation and construction activity, and the information provided has helped me operate, inform program users, and plan for future program events.

Robert and his team exemplify the Principles of Community. They are always fair, professional and cooperative. They are also a highly skilled team that are easy to work with and willing to collaborate and go the extra mile for their customers.

Physical Planning works with Real Estate in many facets of acquisition, including long range development planning, short term assistance, etc. Works with professional demeanor.

**Commute Solutions**

Gonzalo Garcilazo and his staff continually provide support and assistance to me and the vanpool I am a part of. They are courteous and professional; always. Especially this past year which has been challenging due to the merger with Enterprise, and a dwindling ridership. Environment, Health & Safety - The RSD staff are very supportive of research and consistently go out of their way to assist labs with problems, issues, and suggestions for improved safety. Custodial Services - As a whole, the custodial staff on campus work very hard to keep our buildings looking nice.

Even though their office is always busy, staff is always very welcoming and helpful.

**Faculty Club**

Faculty Club is well run.

Good food, good service, excepted last minute changes, stayed cool, everything was “no problem, we can help”. Everyone there was great.

I run a week long workshop in the Atkinson Room every year. The staff that set up the rooms and provide services during the day are easy to work with. They are always ready to answer any questions we may have.

**Fleet Services**

They know their jobs so well that they can anticipate the issue and provide help so efficiently.

**Room Reservations**

Becky Gilman is a super star and should be recognized for the service she provided to Health Sciences staff and faculty. She is always responsive and able to find a solution to any question or problem with scheduling meetings. Her attitude is always positive and friendly. Becky deserves special customer service recognition. Victoria Bartlett is also very helpful with logistics and with planning events within the Health Sciences Facilities.

**EH&S, Laser Safety**

Laser safety guys are awesome.
**Moving Services**

I think Moving Services should be recognized for their customer service. Armando strives to provide excellent service to the campus, having him and his staff work all sorts of crazy hours during the week and weekends. I am not sure many understand the effort this team has to make to accommodate customers request and timeframe.

**Perks**

Their student employees are great. Their marketing is wonderful. I love all of the Perky-oriented marketing materials, the Perky of the month drink, the Perky pins, etc.

**Rideshare Services**

I am very grateful for this service, and have been trying to share it with as many people as I can.

**RMP**

I am a little biased but I think the entire RMP VC has done a fantastic job incorporating the current and future population and campus vison. Everyone has been working so diligently and it’s great to see everyone following the same path and accomplishing the same vision/goals for UCSD.

**Persons Mentioned 2 or More Times**

Agustin Palos  
Beth Leeks  
Chris Comfort  
Doug Harvey  
Kayla Woodward  
Mark Gonzales  
Pablo Rubio  
Reggie Long  
Rich Haefele  
Richard Snow  
Seth Mullen