UC San Diego Customer Service Survey 2017: Department Recognitions

Student Affairs

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.

<table>
<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>
</tr>
</thead>
<tbody>
<tr>
<td>International Faculty &amp; Scholar Office (IFSO)</td>
<td>28</td>
<td>26</td>
<td>15</td>
<td>9</td>
<td>17</td>
</tr>
<tr>
<td>University Centers</td>
<td>13</td>
<td>13</td>
<td>3</td>
<td>3</td>
<td>7</td>
</tr>
<tr>
<td>Recreation</td>
<td>10</td>
<td>11</td>
<td>7</td>
<td>9</td>
<td>9</td>
</tr>
<tr>
<td>Registrar</td>
<td>8</td>
<td>8</td>
<td>4</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Financial Aid</td>
<td>6</td>
<td>5</td>
<td>5</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>Knockaround Camp</td>
<td>5</td>
<td>5</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Enrollment Management</td>
<td>3</td>
<td>2</td>
<td>2</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>International Center</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>International Students and Program Office</td>
<td>3</td>
<td>3</td>
<td>3</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Study Abroad</td>
<td>3</td>
<td>3</td>
<td>1</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Intercollegiate Athletics</td>
<td>2</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Academic Enrichment Programs (AEP)</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Athletic Training</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Price Center Restaurants</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Residential Life</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>SA Technolog Services (SATS)</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>TritonLink</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>UCSD TV</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>University Events Office</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>VCSA</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>
International Faculty & Scholar Office (IFSO)

When thrown into the visa processing pool I knew nothing and they were all patient and almost always available to explain and help me learn. Even now after I have learned quite a bit they are still very helpful and again almost always available by email and phone to help. Very knowledgeable. I could not have succeeded at my position as visa coordinator without them.

Roark Miller and his team are always so helpful and understanding!

The team was short staffed but will responding quickly to requests and questions. The team is knowledgeable and well trained.

We had three complex visa and immigration issues this year, IFSO was critical to detangling the process in the midst of all of Trump’s issuances re foreign travel and H1B visa administration. The IFSO team were knowledgeable, helpful resourceful, and very supportive. We couldn’t have done it without them!

Excellent customer service by phone, and with a couple of exceptions, by email. Knowledgeable staff. They offer to provide helpful referrals. Always willing to take time to walk through complex questions. Advisors provide one-on-one counseling. Relatedly, International Center’s “drop-in” times very helpful.

They work hard, always try to understand your needs and help you.

I hired staff and international postdoctoral scholars. The hiring process that required the involvement of IFSO was very smooth.

A very well organized and smooth experience to come in as an international scholar.

IFSO has been consistently great. With the frequent and unforeseen changes, they have been transparent and flexible.

If I had the time to provide more information, I would take the time to write a very strong recommendation for IFSO. They are easy to work with, I believe the advisors build strong relationships with their Department contacts, they not only look out for the best interest of the University, keeping in mind the different laws that affect immigration and policy, but they truly CARE and look out for the scholars themselves. Whether they are paid international visitors who contribute to UCSD research, or even unpaid visiting scholars, graduate students, even those on tourist visas or F1 visas whose status are NOT directly processed by IFSO, they have an open door to IFSO. They emanate and display the UCSD’s principals of community. They consider so many ethnic and culture backgrounds and create programs and opportunities to welcome people who are new to the country (not just UCSD).

Always willing to help me and my foreign Visiting Scholars. Staff consistently answer my questions and all seem very knowledgeable about Visa’s etc.

The unit had to relocate and some employees had to take longer leave of absence yet the service has always been very reliable and friendly.

They are always very helpful and have helped me a lot. They are always polite and go the extra mile to help me with any issues I may have. Coming to work in the USA means having to sort out all sorts of things related to visa, health insurance, tax, a place to live etc. To have a place to go with all my questions have been very important and has saved me a lot of time and significantly reduced my stress!

IFSO provides excellent service to departments. They are true partners to us in bringing our international scholars to UCSD and are key communicators and advisors in the ever changing visa landscape. I would highlight Roark Miller’s
strong leadership (and willingness to step-in and take on a huge workload himself when needed) and Sandra Vargas Tinoco's consistently excellent work with permanent resident applications and H-1B visas as particular stand-outs.

IFSO would deserve a special recognition for their excellent guidance and job during an uncertain year for any foreigner! Thank you!

They were very helpful during my transition to the new country.

IFSO is extremely helpful for departments that bring over international visiting scholars. They are always willing to answer the phone, respond to requests, and address a pressing situation with the proper amount of urgency.

**University Centers**

The staff at the Loft is absolutely incredible.

Carrie Keck and all the SILCS at the centers are amazing.

Carrie Keck, and Mark Kinsey go above and beyond expectations. Both Carrie and Mark are instrumental in our Annual Diversity Awards ceremony, in that they are extremely helpful, and go the "extra mile" to satisfy customer requests.

I'd like to recognize the University Centers staff. They are always very friendly, helpful & timely. I know they've been working hard to make positive changes to services provided and system improvements too.

With John Payne Director (Interim) direction he has always in my opinion been a giving, open to new ideas and to being helped by sister departments such as ITS - Telecom in working together as a team. He is an exceptional team player and does not put himself above his work. His work ethic is grand and I respect that. I hope that he reads this recognition and realizes he is truly appreciated.

Very responsive, extremely helpful in creating and managing events.

Both Carrie Keck at University Centers and Madison Wells from Catering have been beyond helpful in helping me book my events and coordinate the venue with catering. Both of these women go far above and beyond the call of duty all in the name of customer service.

University Centers Events team is consistently friendly and helpful. Carrie Keck and her team work long hours and are very committed to making sure events go smoothly. Managing so many large and small events each day is no easy task. The events team is consistently outstanding, devoted and helpful!

**Recreation**

I signed up for rec classes but injured my ACL and had to get surgery, a manager from Recreation was able to accommodate me and it was much appreciated.

The staff went out of their way to accommodate a schedule that was restrictive on my program's part. They went out of their way to accommodate the students that were coming on campus for a limited time and provided an exceptional experience. The staff assisted me with the reservation and also went out of their way to make sure I did not lose the time, even when I had to postpone confirming due to transportation issues for the students.

This program continues to provide exemplary customer service. The coaches are all wonderful and make for a pleasant environment. The coaching staff are always happy to stay after practice to answer questions and represent the program. You can tell that the staff WANT to be there.
We have volleyball tournament and BBQ annually. Cassey does a great job of checking in on us to make sure everything is ok.

Registrar

They have been great at managing difficult conversations with students and parents related to Residency for in-state tuition purposes, course enrollment, fees, holds, etc. It is not an easy job to do and this team does a great job in managing an overwhelming experience.

They absolutely catered to my requests and were nothing short of a stellar example of what customer service should be. Enrolling for a class as an employee was difficult but Lora from the Registrar was absolutely wonderful in guiding me in the right direction.

The front desk in the Registrar’s Office is always helpful even in areas that do not pertain to them. They are courteous during times when you can see they are very busy and really make an effort to solve someone’s problem or direct them to the right place. This team enables everyone to do their job!

Every office within Registrar is fantastic, with helpful, knowledgeable staff. I absolutely love when I get to interact with them. ATS - Another STELLAR group. Ahren Crickard is on her way to ruling the school. I have high hopes with Jonathan Whitman’s new position as well. This group are true innovators for this campus. It is a well of institutional knowledge. Their staff is never afraid to go above and beyond to make sure that my needs as a staff member are addressed. I learn so much from them. They’re all delightful.

The registrar's team is AMAZING!! They manage such a massive workload and are still extremely helpful. All members are wonderful to deal with, but Kimberly Newmark is phenomenal ATS - They're building the future of UCSD. They need all the support they can get. I'm willing to give and promote for them. :)

Financial Aid

Teresa Stanley, Leo Vogel, and Maricela Santacruz in the office always give students great service.

Knockaround Camp

The Knock Around team at Recreation does a fantastic job with kids. Gidget & Brick are totally accessible, and all the counselors really seem to care about the kids.

They provide a high-quality program that the kids look forward returning to year after year. As a parent, I feel secure knowing that my kids are happy and well-cared for. We have tried other camps, here and there, and they are nowhere near as good as Knockaround.

My kids were in Knockaround camp this summer and had an amazing time. The way the staff took care of them and pushed them to try new things and open themselves up was really great.

Enrollment Management

I believe the creative services team that is part of admissions has worked very hard and has been extremely positive to work for. They are helpful to multiple departments on campus and I would love to see them recognized for that work.
They should be recognized for their hard work in getting several projects completed for different departments. They have done this without acknowledgement and without complaint. They are one of the reasons that Enrollment management has met some of their goals. Had they not stepped in and resolved some of the issues that we had with processes.

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!

**International Center**

Excellent student and faculty service, hospitable.

The International Center has been going strong and offering more services than ever.

**International Students and Program Office**

Constantly and consistently improving the approach to help international students in need of guidance during a difficult and uncertain time in the country's current political climate.

**Study Abroad**

They really care about undergraduate students and their experiences abroad. They have great communication with students and are very knowledgeable about various programs available and students' needs. They are always helpful and are working to improve their services for the students.

**Intercollegiate Athletics**

Intercollegiate Sports Staff. Junior Triton program. Great staff and organization. Nick Feller went out of his way to refund a fee for a live-stream that had technical difficulties. Basketball streamed events continue to get better and better with quality play-by-play talent. Kaila does a fantastic job with the Junior Triton club - the events are fantastic. UCSD sports are a hidden gem of the school.

**Athletic Training**

They do an exceptional job at UCSD and are very easy to work with!

**Price Center Restaurants**

Always helpful and friendly staff.

**Residential Life**

They work very hard to try to improve the living experience for the students.
SA Technology Services
They do a lot of great work that is largely unnoticed. They deserve a nod.

TritonLink
The team is very responsive. Went the extra mile even when it was not their responsibility. Followed up to make sure I was helped successfully. Always cheerful.

UCSD TV
Tune in to UCSD-TV and see the glory!

University Events Office
The staff is always willing to help and make extra efforts to assist with the event requests for tech services, and work tasks related to EMS.

VCSA
I am thankful for their leadership and encouragement. I am thankful for the campus wide equity review to bring Student Affairs staff at the same classification level as Academic Affairs staff to comparable pay. I like the interaction and knowledge gained through the Student Affairs book club. It has allowed me to grow by reading pertinent topics as well as get to know Student Affairs professionals I would normally not interact with.

Persons Mentions 2 or More Times
Carrie Keck
Roark Miller