

# 2021 ANR

# Administrative & Support Services Customer Satisfaction Survey

## Background

**36**

Days of survey administration  
(Nov 16 - Dec 22)

**15**

Administrative & Support units participated

**1,085**

Academics, staff, & students invited

**374**

Academics and staff members responded

271  
Staff

103  
Academics

**35%**

Overall response rate

22%  
Average CSS response rate

## Highest Rated Units

4.12

Office of Contracts and Grants (OCG)

4.08

News and Information Outreach in Spanish (NOS)

4.06

Program Support Unit

4.02

Risk & Safety Services

3.89

Strategic Communications

3.88

SWPR: Research & Extension Centers

3.86

Policies, Compliance & Programmatic Agreements

3.74

Business Operations Center: Payroll Services

3.73

Government and Community Relations

## Strengths

*Keep up the good work!*

Knowledgeable Staff

13 units

Provides Effective Advice & Guidance

5 units

Helpful Staff

11 units

Clarity of Policy

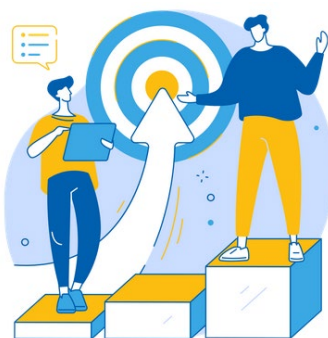
4 units

Accessible to Customers

8 units

Responsive to Requests

6 units



## Opportunities

*Concentrate Efforts On*

Understands Customer Needs

13 units

Moving in a Positive Direction

8 units

Clear Procedures

8 units

Client Service

5 units

Approval Workflow Process

8 units

Effective Website

5 units