

## UC Agriculture and Natural Resources 2025 Administrative and Support Services

### Customer Satisfaction Survey

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#### What is the UC ANR 2025 Administrative and Support Services Customer Satisfaction survey?

- The UC ANR 2025 Customer Satisfaction Survey is a follow-up to the first two surveys conducted in 2021 and 2023. This year’s survey will enable us to assess the effectiveness of our administrative and support services teams and current levels of customer service after incorporating feedback into training and action plans. Honest and candid survey responses from ANR academics and staff will contribute to our efforts to improve processes and services.

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#### What is the schedule for the survey?

- Survey period opens on February 4, 2025.
- Reminder emails will be sent out on Tuesday, February 11th, Tuesday, February 18th, and Tuesday, February 25th.
- The last day to participate in the survey is Friday, February 28, 2025.

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### **Why is the UC ANR 2025 Customer Satisfaction Survey being administered by UC San Diego?**

- We are utilizing UC San Diego's Tritonlytics' survey tool which is the same platform as the ANR@Work survey tool. We have committed to maintaining confidentiality for the UC ANR 2025 Customer Satisfaction Survey by having UC San Diego, a third party, administer the survey. UC San Diego's Tritonlytics platform provides a streamlined format, the ability to compare results with other campuses, and superior data analytics.

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### **Which UC ANR administrative and support services units are participating in the survey?**

1. Business Operations Center
2. Contracts & Grants
3. Development Services
4. Facilities, Planning & Management
5. Financial Services/Office of the Controller
6. Government & Community Relations
7. Human Resources - Academic
8. Human Resources - Staff
9. Information Technology
10. News and Information Outreach in Spanish
11. Policies, Compliance & Programmatic Agreements
12. Program Support Unit
13. Publishing
14. Research & Extension Centers Operations
15. Resource Planning & Management
16. Risk & Safety Services
17. Statewide Programs Operations
18. Strategic Communications

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### **Are my responses confidential?**

- Yes. The Customer Satisfaction Survey is confidential. "Confidential" does not equate to "Anonymous." Anonymous means there is no way we can know who responded to which survey questions. Confidential means, technically, we are able to identify the respondent. However, this information is not shared with anyone. It remains private. If you have any further questions regarding anonymity, please contact ANRcustomersatsurvey@ucanr.edu

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### **Who is considered a "customer"?**

- A "customer" is each UC ANR employee stakeholder supporting UC ANR's mission and success. Academics, program staff, administrative staff, and students are all customers of the services that are provided by ANR administrative and support services units. Your valuable feedback on this survey enables the administrative and support services teams to know if they are achieving their goals. All ANR employees are valuable customers as well as colleagues.

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### **How long will the survey take to complete?**

- Each unit survey should take approximately 5 minutes to complete. Your progress will be saved so you may complete the survey for different units in multiple sittings. If you choose to complete surveys for all 18 UC ANR units, it should take approximately 1 hour and 30 minutes.

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### **What if I can't finish it all at once?**

- If you are not able to finish the survey all at once, you may return to it at a later time. Click the "Finish Later" button and your responses will be saved from where you left off. Once you hit the "Submit Survey" button, your survey is submitted and you cannot return to make any changes.

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### **How will the information be used?**

- UC ANR is committed to continuous customer service improvement. Information from the UC ANR 2025 Customer Satisfaction Survey will be utilized to measure progress related to the results of the 2021 and 2023 surveys and the various units' action planning and improvement efforts. The 2025 survey will continue to help administrative and support services units identify areas which are performing well, areas requiring additional attention, and ways to enhance processes and services. Each ANR administrative and support services unit will integrate feedback from this survey into their annual customer service goal-setting and planning.

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**Who can I contact for help?**

- For survey questions, please contact [ANRcustomersatsurvey@ucanr.edu](mailto:ANRcustomersatsurvey@ucanr.edu)

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