

# UCANR Customer Satisfaction Survey Performance Summary Workbook

This Tableau workbook provides a top-level view of your university's customer satisfaction results. This file contains ten dashboards/tabs; each summarizes results of the performance metrics that were measured in the survey. Listed below are descriptions of the dashboards as well as instructions on how to filter your visualization results.

## Type Selection/Responses

This page enables set up of universal filters for all dashboards. There are three filters on top of the page: Top Level VC/VP, Sub Level VC/VP/Leader and Respondent Type. By default, all filters are set to ALL. Selection of any combination of filters will apply to all except the Benchmark by Dept dashboard. The Respondent Type(s) that you selected will be displayed and repeated on top of all the dashboards. To restore the previous selection or select a new type, return to the Type Selection sheet.

## Satisfaction Questions, Latest

The table shows the standard satisfaction question mean scores for the latest year.

## Net Promoter Scores

This dashboard shows the Net Promoter Scores and response totals for each of the questions.

## Strengths and Opportunities

Units' strengths and opportunities for the current year are displayed by the top and sub VC/VP levels.

## Strengths and Opportunities Trends

Units' strengths and opportunities in the last three years are displayed by the top and sub VC/VP levels.

## Unit Ranking

Units' Overall Satisfaction mean scores are ranked from the highest to the lowest and displayed side-by-side with their respective response total. You can also display different question means and response counts using the drop-down menu at the top of the page.

## Satisfaction Question Trends

This table displays all satisfaction question mean scores and response totals for each of the questions from the last three years of the survey (if applicable). You can also display results for various questions using the drop-down menu at the top of the page.

Survey and analytics powered by Tritonlytics™, Strategic Consulting, Assessments, and Analytics (SCAA), UC San Diego



# Performance Summary for UCANR

Filters selected in this page will apply to [ALL](#) dashboards

Top Level VC/VP  
All

Type  
All

## Background

- 2023 was the 2nd year of the Administrative and Support Services Customer Satisfaction Survey
- Survey Period: May 23 - June 30, 2023
- 1,237 academics, staff, and students were invited to participate; 433 (35%) responded
- Survey consisted of 10 standard satisfaction questions, Net Promoter Score, process-related questions, open-ended questions (like and improve), and customer service recognition

## Response Counts

		2021	2023
Financial Services	Financial Services	52	68
Development Services	Development Services	63	72
Government and Community Relations	Government and Community Relations	28	41
Human Resources	Academic Human Resources	60	101
	Staff Human Resources	158	170
Information Technology	Information Technology	202	257
Office of Controller and Business Services	Policies, Compliance & Programmatic Agreements (PCPA)	22	40
Program Support Unit	Program Support Unit	80	128
Resource Planning & Management	Resource Planning & Management (RPM)	47	43
Risk & Safety Services	Risk & Safety Services	124	130
Statewide Programs and REC Operations	Research & Extension Centers Operations	28	56
	Statewide Programs Operations	33	47
Strategic Communications	Strategic Communications	46	70
	News & Information Outreach in Spanish (NOS)	38	44
Business Operations Center	Business Operations Center (BOC)	203	217
Facilities, Planning & Management (FPM)	Facilities, Planning & Management (FPM)	52	67
Office of Contracts & Grants	Office of Contracts & Grants (OCG)	85	117
Publishing	Publishing		32

# UCANR Satisfaction Mean Scores by Unit

Academic/Faculty Staff

Below 3.00 - Low | 3.00 to 3.59 - Moderate | 3.60 to 4.29 - Good | 4.30 & above - Excellent

2023

		Overall Satisfaction	Meets My Needs and Expectations	Accessibility to Customers	Requests Within Reasonable Time	Effective Advice, Guidance	Problem Resolution	Knowledgeable Staff	Helpful Staff	Uses Websites, Online	in a Positive Direction	Clarity of Policy	Client Service	Communication	Clear Procedures	Approval Time	Workflow Processes	Training for Clientele
Business Operations Cen..	Business Operations Center (BOC)	3.36	3.36	3.46	3.38	3.31	3.39	3.37	3.61	3.08	3.45	2.94	3.40	3.35	2.86	3.02	3.07	3.01
Development Services	Development Services	3.93	3.92	3.96	4.06	4.03	3.97	4.07	4.13	3.73	3.95	3.63	4.03	3.91	3.61	3.73	3.72	3.85
Facilities, Planning & Man..	Facilities, Planning & Management (FPM)	3.31	3.29	3.44	3.40	3.39	3.16	3.61	3.44	3.17	3.25	3.22	3.21	3.39	3.19	3.19	3.16	3.22
Financial Services	Financial Services	3.49	3.49	3.51	3.37	3.52	3.48	3.53	3.60	3.20	3.36	3.24	3.38	3.40	3.24	3.36	3.42	3.08
Government and Community Rel..	Government and Community Relations	3.53	3.45	3.67	3.61	3.58	3.72	3.89	3.83	3.30	3.70	3.24	3.45	3.54	3.32	3.58	3.52	3.31
Human Resources	Staff Human Resources	3.10	3.17	3.20	2.97	3.19	3.11	3.31	3.36	2.99	3.07	3.02	3.18	3.10	2.93	2.77	2.87	2.99
	Academic Human Resources	3.58	3.59	3.61	3.51	3.64	3.63	3.82	3.89	3.29	3.57	3.16	3.52	3.38	3.20	3.20	3.25	3.23
Information Technology	Information Technology	3.46	3.55	3.60	3.46	3.62	3.62	3.85	3.82	3.25	3.49	3.35	3.57	3.51	3.33	3.43	3.40	3.20
Office of Contracts & Gr..	Office of Contracts & Grants (OCG)	3.97	4.00	4.00	3.91	4.01	4.00	4.22	4.18	3.66	3.88	3.61	4.01	3.98	3.71	3.80	3.81	3.69
Office of Controller and ..	Policies, Compliance & Programmatic Agreements (PCPA)	3.49	3.45	3.42	3.41	3.55	3.47	3.77	3.72	3.45	3.44	3.27	3.57	3.53	3.25	3.24	3.24	3.00
Program Support Unit	Program Support Unit	3.91	3.87	3.97	3.81	3.92	3.87	4.07	4.09	3.78	3.83	3.72	3.95	3.79	3.70	3.79	3.81	3.61
Publishing	Publishing	3.11	3.33	3.33	3.19	3.39	3.46	3.69	3.73	2.91	3.10	2.95	3.28	3.36	3.18	2.71	2.77	2.54
Resource Planning & Man..	Resource Planning & Management (RPM)	3.59	3.53	3.66	3.56	3.59	3.68	3.87	3.85	3.43	3.56	3.22	3.66	3.63	3.33	3.46	3.40	3.25
Risk & Safety Services	Risk & Safety Services	3.95	4.00	4.01	3.91	4.10	4.07	4.18	4.11	3.90	3.99	3.82	4.07	4.04	3.80	3.82	3.81	3.72
Statewide Programs and REC Operations	Statewide Programs Operations	3.68	3.66	3.93	3.88	3.68	3.76	4.08	4.03	3.71	3.97	3.59	3.71	3.68	3.54	3.62	3.50	3.63
	Research & Extension Centers Operations	3.78	3.78	4.08	3.96	3.76	3.76	4.06	4.12	3.54	3.71	3.65	3.73	3.92	3.67	3.76	3.66	3.66
Strategic Communications	Strategic Communications	3.61	3.48	3.73	3.69	3.62	3.42	3.82	3.81	3.55	3.53	3.59	3.67	3.64	3.38	3.47	3.50	3.51
	News & Information Outreach in Spanish (NOS)	3.85	3.95	4.11	4.09	4.16	4.19	4.26	4.19	3.87	3.82	3.69	4.00	3.95	3.70	3.82	3.75	3.73
Grand Total		3.57	3.59	3.67	3.56	3.64	3.62	3.81	3.83	3.39	3.57	3.35	3.62	3.58	3.33	3.37	3.38	3.32

# UCANR Satisfaction Mean Scores by Unit

Academic/Faculty Staff

Below 3.00 - Low | 3.00 to 3.59 - Moderate | 3.60 to 4.29 - Good | 4.30 & above - Excellent

2021

	Overall Satisfaction	Meets My Needs and Requests	Accessible to Customers	Staff Responds Within Reasonable Time	Effective Advice, Guidance	Problem Resolution	Knowledgeable Staff	Helpful Staff	Website, Online	Positive Direction	Approval Time	Workflow Processes	Clarity of Policy	Clear Procedures	Client Service	Communication	Training for Clientele	
Business Operations Center (BOC)	3.50	3.45	3.50	3.43	3.44	3.48	3.55	3.72	3.21	3.51	3.34	3.26	3.16	3.07	3.47	3.38	3.22	
Development Services	3.56	3.61	4.08	3.96	3.79	3.67	3.97	3.98	3.52	3.72	3.64	3.67	3.40	3.65	3.78	3.90	3.50	
Facilities, Planning & Management	3.25	3.19	3.45	3.31	3.31	3.32	3.67	3.57	2.94	3.13	2.98	3.03	2.98	3.09	3.30	3.31	3.17	
Financial Services	3.25	3.14	3.35	3.22	3.29	3.35	3.53	3.50	3.13	3.33	3.14	3.24	3.06	2.96	3.38	3.17	3.06	
Government and Community Relations	3.73	3.62	4.00	3.85	3.85	3.86	4.36	4.12	3.69	3.78	3.64	3.46	3.43	3.63	3.74	3.92	3.65	
Human Resources	Staff Human Resources	2.94	3.13	2.99	2.75	3.16	3.14	3.47	3.43	2.87	3.02	2.43	2.52	3.02	2.93	3.00	3.01	2.69
	Academic Human Resources	3.43	3.46	3.50	3.44	3.53	3.56	3.62	3.68	3.40	3.33	3.23	3.31	3.24	3.26	3.45	3.46	3.22
Information Technology	2.82	3.04	2.89	2.71	3.08	3.10	3.52	3.27	2.86	2.87	2.64	2.73	2.96	2.84	2.84	2.89	2.57	
Office of Contracts & Grants (OCG)	4.12	4.21	4.28	4.15	4.27	4.28	4.50	4.47	3.72	3.94	3.83	3.87	3.93	3.96	4.22	4.20	4.00	
Office of Contracts, Compliance & Program Management	3.86	3.80	3.95	3.62	3.95	4.11	4.25	3.95	3.38	3.83	3.63	3.71	3.85	3.85	3.89	3.90	3.45	
Program Support Unit	4.06	4.13	4.18	4.05	4.19	4.20	4.32	4.34	4.05	4.04	3.83	3.94	3.83	3.85	4.16	3.99	3.89	
Resource Planning & Management	3.31	3.22	3.49	3.34	3.47	3.44	3.60	3.68	2.95	3.30	2.86	2.85	3.12	3.02	3.44	3.26	2.87	
Risk & Safety Services	4.02	3.97	4.02	3.91	4.11	4.12	4.23	4.24	4.02	3.97	3.87	3.96	3.87	3.91	4.11	4.06	3.85	
Statewide Programs and REC Operations	Statewide Programs Operations	3.26	3.23	3.61	3.55	3.38	3.38	3.63	3.48	3.35	3.24	3.25	3.31	3.34	3.13	3.23	3.19	3.29
	Research & Extension Centers Operations	3.88	3.76	4.13	3.86	3.88	3.91	4.00	4.08	3.53	3.67	3.70	3.58	3.57	3.58	3.92	3.83	3.81
Strategic Communications	Strategic Communications	3.89	3.78	4.11	4.16	3.91	4.03	4.11	4.18	3.84	3.95	4.05	3.79	3.68	3.65	3.95	4.00	3.71
	News & Information Outreach in Support of UCANR	4.08	4.09	4.09	3.97	4.15	4.15	4.32	4.35	4.00	4.12	4.05	4.25	3.95	4.04	4.06	4.03	4.17
<b>Grand Total</b>	<b>3.47</b>	<b>3.50</b>	<b>3.56</b>	<b>3.43</b>	<b>3.57</b>	<b>3.58</b>	<b>3.79</b>	<b>3.79</b>	<b>3.33</b>	<b>3.48</b>	<b>3.24</b>	<b>3.26</b>	<b>3.32</b>	<b>3.29</b>	<b>3.51</b>	<b>3.47</b>	<b>3.27</b>	

**UCANR Net Promoter Score Trends by Unit**

(Net Promoter Score is the % of detractors subtracted from the % of Promoters) **Below 0 - Low** | **0-19 - Moderate** | **20-49 - Good** | **50 & above - Excellent**

		2021		2023	
Business Operations Center	Business Operations Center (BOC)	-8 196		-16 207	
Development Services	Development Services		30 61		32 66
Facilities, Planning & Management (F..)	Facilities, Planning & Management (FPM)	-18 50		-8 62	
Financial Services	Financial Services	-19 48		-11 62	
Government and Community Relati..	Government and Community Relations		29 24		11 38
Human Resources	Academic Human Resources	-2 57			5 97
	Staff Human Resources	-30 152		-27 161	
Information Technology	Information Technology	-38 193		-2 242	
Office of Contracts & Grants	Office of Contracts & Grants (OCG)		46 80		38 114
Office of Controller and Business Ser..	Policies, Compliance & Programmatic Agreements (PCPA)		28 18		3 37
Program Support Unit	Program Support Unit		42 74		31 121
Publishing	Publishing			-12 26	
Resource Planning & Management	Resource Planning & Management (RPM)	-29 42			5 38
Risk & Safety Services	Risk & Safety Services		41 119		40 125
Statewide Programs and REC Operations	Research & Extension Centers Operations		9 22		31 48
	Statewide Programs Operations	-14 26			30 40
Strategic Communications	News & Information Outreach in Spanish (NOS)		53 34		36 39
	Strategic Communications		38 42		22 65
Grand Total			0 319		8 386

## 2023 UCANR Strengths and Opportunities

Academic/Faculty Staff

PO - Primary Opportunity | SO - Secondary Opportunity | IS - Influential Strength | ST - Strength

		Understands My N..	Accessible to Cus..	Responds to Requ..	Provides Effective ..	Facilitates Proble..	Knowledgeable S..	Helpful Staff	Effectively Uses ..	Moving in a Posit..	Clarity of Policy	Client Service	Com..	Clear Procedures	Approval Time	Approval Workflo..	Training for Clie..
Business Operations Center	Business Operations Center (BOC)	IS	ST	ST	IS	IS	IS	IS	SO	IS	SO	IS	IS	SO	SO	SO	SO
Development Services	Development Services	IS	IS	IS	IS	IS	IS	IS	PO	IS	SO	ST	ST	SO	SO	SO	PO
Facilities, Planning & Management (FPM)	Facilities, Planning & Management (FPM)	PO	ST	IS	IS	PO	ST	IS	SO	PO	SO	SO	ST	SO	SO	SO	PO
Financial Services	Financial Services	IS	IS	SO	IS	IS	IS	ST	PO	PO	SO	PO	ST	PO	SO	ST	SO
Government and Community Relations	Government and Community Relations	PO	IS	IS	IS	IS	ST	IS	SO	ST	SO	PO	PO	SO	ST	PO	SO
Human Resources	Academic Human Resources	IS	ST	ST	IS	IS	ST	IS	SO	ST	SO	IS	PO	SO	PO	SO	SO
	Staff Human Resources	IS	IS	PO	IS	IS	ST	IS	SO	PO	SO	IS	IS	SO	SO	SO	SO
Information Technology	Information Technology	IS	IS	PO	IS	IS	ST	ST	SO	PO	SO	IS	IS	SO	SO	SO	PO
Office of Contracts & Grants	Office of Contracts & Grants (OCG)	IS	IS	IS	IS	IS	IS	IS	SO	PO	SO	IS	IS	SO	SO	SO	SO
Office of Controller and Business Services	Policies, Compliance & Programmatic Agreements (PCPA)	IS	PO	PO	IS	IS	IS	ST	ST	IS	PO	IS	IS	PO	SO	SO	SO
Program Support Unit	Program Support Unit	IS	IS	SO	IS	IS	IS	IS	SO	PO	SO	IS	PO	SO	SO	SO	SO
Publishing	Publishing	IS	IS	IS	IS	IS	ST	IS	PO	PO	SO	IS	IS	SO	PO	PO	SO
Resource Planning & Management	Resource Planning & Management (RPM)	PO	ST	ST	IS	IS	ST	ST	PO	IS	PO	IS	IS	PO	PO	SO	SO
Risk & Safety Services	Risk & Safety Services	IS	IS	PO	IS	IS	IS	IS	SO	IS	SO	IS	IS	SO	SO	SO	SO
Statewide Programs and REC Operations	Research & Extension Centers Operations	PO	ST	ST	PO	PO	ST	ST	PO	PO	SO	PO	ST	SO	PO	PO	PO
	Statewide Programs Operations	PO	IS	IS	PO	IS	ST	ST	SO	IS	SO	PO	SO	SO	PO	SO	SO
Strategic Communications	News & Information Outreach in Spanish (NOS)	PO	IS	ST	IS	IS	ST	IS	SO	PO	SO	IS	PO	SO	SO	SO	SO
	Strategic Communications	PO	IS	IS	IS	PO	ST	IS	SO	SO	IS	IS	IS	PO	SO	SO	SO

ST (Strength) - Higher than average mean score, lower than average correlation. "Keep up the good work"

IS (Influential Strengths) - Higher than average mean score, higher than average correlation. "Keep an eye on"

SO (Secondary Opportunities) - Lower than average mean score, lower than average correlation. "Low Priority"

PO (Primary Opportunities) - Lower than average mean score, higher than average correlation. "Concentrate Efforts"

## UCANR Strengths and Opportunities

Academic/Faculty Staff

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Survey Area	Department	Question Class Long	2021	2023
Business Operations Center	Business Operations Center (BOC)	Understands My Needs and Requirements	IS	IS
		Accessible to Customers	IS	ST
		Responds to Requests Within an Acceptable Time Frame	ST	ST
		Provides Effective Advice, Guidance	IS	IS
		Facilitates Problem Resolution	IS	IS
		Knowledgeable Staff	IS	IS
		Helpful Staff	IS	IS
		Effectively Uses Websites, Online Documentation	PO	SO
		Moving in a Positive Direction	IS	IS
		Clarity of Policy	SO	SO
		Client Service	IS	IS
		Communication	SO	IS
		Clear Procedures	SO	SO
		Approval Time	SO	SO
		Approval Workflow Process	SO	SO
Training for Clientele	SO	SO		
Development Services	Development Services	Understands My Needs and Requirements	PO	IS
		Accessible to Customers	ST	IS
		Responds to Requests Within an Acceptable Time Frame	ST	IS
		Provides Effective Advice, Guidance	IS	IS
		Facilitates Problem Resolution	PO	IS
		Knowledgeable Staff	IS	IS
		Helpful Staff	IS	IS
		Effectively Uses Websites, Online Documentation	SO	PO
		Moving in a Positive Direction	PO	IS
		Clarity of Policy	SO	SO
		Client Service	IS	ST
		Communication	ST	ST
		Clear Procedures	SO	SO
		Approval Time	PO	SO
		Approval Workflow Process	PO	SO
Training for Clientele	SO	PO		
Facilities, Planning & Management (FPM)	Facilities, Planning & Management (FPM)	Understands My Needs and Requirements	PO	PO
		Accessible to Customers	IS	ST
		Responds to Requests Within an Acceptable Time Frame	ST	IS
		Provides Effective Advice, Guidance	IS	IS

## UCANR Strengths and Opportunities

Academic/Faculty Staff

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Survey Area	Department	Question Class Long	2021	2023
Facilities, Planning & Management (FPM)	Facilities, Planning & Management (FPM)	Facilitates Problem Resolution	IS	PO
		Knowledgeable Staff	ST	ST
		Helpful Staff	ST	IS
		Effectively Uses Websites, Online Documentation	SO	SO
		Moving in a Positive Direction	PO	PO
		Clarity of Policy	SO	SO
		Client Service	ST	SO
		Communication	IS	ST
		Clear Procedures	SO	SO
		Approval Time	SO	SO
		Approval Workflow Process	SO	SO
		Training for Clientele	PO	PO
		Financial Services	Financial Services	Understands My Needs and Requirements
Accessible to Customers	ST			IS
Responds to Requests Within an Acceptable Time Frame	SO			SO
Provides Effective Advice, Guidance	IS			IS
Facilitates Problem Resolution	ST			IS
Knowledgeable Staff	IS			IS
Helpful Staff	ST			ST
Effectively Uses Websites, Online Documentation	PO			PO
Moving in a Positive Direction	IS			PO
Clarity of Policy	SO			SO
Client Service	ST			PO
Communication	SO			ST
Clear Procedures	SO			PO
Approval Time	PO	SO		
Approval Workflow Process	IS	ST		
Training for Clientele	PO	SO		
Government and Community Relations	Government and Community Relations	Understands My Needs and Requirements	PO	PO
		Accessible to Customers	ST	IS
		Responds to Requests Within an Acceptable Time Frame	IS	IS
		Provides Effective Advice, Guidance	ST	IS
		Facilitates Problem Resolution	ST	IS
		Knowledgeable Staff	ST	ST
		Helpful Staff	ST	IS
Effectively Uses Websites, Online Documentation	PO	SO		



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Survey Area	Department	Question Class Long	2021	2023	
Government and Community Relations	Government and Community Relations	Moving in a Positive Direction	PO	ST	
		Clarity of Policy	PO	SO	
		Client Service	PO	PO	
		Communication	ST	PO	
		Clear Procedures	PO	SO	
		Approval Time	SO	ST	
		Approval Workflow Process	PO	PO	
		Training for Clientele	PO	SO	
Human Resources	Academic Human Resources	Understands My Needs and Requirements	IS	IS	
		Accessible to Customers	IS	ST	
		Responds to Requests Within an Acceptable Time Frame	IS	ST	
		Provides Effective Advice, Guidance	ST	IS	
		Facilitates Problem Resolution	IS	IS	
		Knowledgeable Staff	ST	ST	
		Helpful Staff	ST	IS	
		Effectively Uses Websites, Online Documentation	SO	SO	
		Moving in a Positive Direction	SO	ST	
		Clarity of Policy	SO	SO	
	Staff Human Resources	Staff Human Resources	Understands My Needs and Requirements	IS	IS
			Accessible to Customers	ST	IS
			Responds to Requests Within an Acceptable Time Frame	PO	PO
			Provides Effective Advice, Guidance	ST	IS
			Facilitates Problem Resolution	IS	IS
			Knowledgeable Staff	ST	ST
			Helpful Staff	ST	IS
			Effectively Uses Websites, Online Documentation	SO	SO
			Moving in a Positive Direction	IS	PO
			Clarity of Policy	ST	SO
Client Service	IS	IS			
Communication	IS	IS			

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Academic/Faculty Staff

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Survey Area	Department	Question Class Long	2021	2023
Human Resources	Staff Human Resources	Clear Procedures	SO	SO
		Approval Time	SO	SO
		Approval Workflow Process	SO	SO
		Training for Clientele	SO	SO
Information Technology	Information Technology	Understands My Needs and Requirements	IS	IS
		Accessible to Customers	SO	IS
		Responds to Requests Within an Acceptable Time Frame	SO	PO
		Provides Effective Advice, Guidance	IS	IS
		Facilitates Problem Resolution	IS	IS
		Knowledgeable Staff	ST	ST
		Helpful Staff	ST	ST
		Effectively Uses Websites, Online Documentation	SO	SO
		Moving in a Positive Direction	PO	PO
		Clarity of Policy	ST	SO
		Client Service	PO	IS
		Communication	PO	IS
		Clear Procedures	SO	SO
		Approval Time	PO	SO
		Approval Workflow Process	PO	SO
Training for Clientele	PO	PO		
Office of Contracts & Grants	Office of Contracts & Grants (OCG)	Understands My Needs and Requirements	IS	IS
		Accessible to Customers	IS	IS
		Responds to Requests Within an Acceptable Time Frame	IS	IS
		Provides Effective Advice, Guidance	IS	IS
		Facilitates Problem Resolution	IS	IS
		Knowledgeable Staff	ST	IS
		Helpful Staff	IS	IS
		Effectively Uses Websites, Online Documentation	SO	SO
		Moving in a Positive Direction	PO	PO
		Clarity of Policy	SO	SO
		Client Service	IS	IS
		Communication	IS	IS
		Clear Procedures	SO	SO
		Approval Time	PO	SO
		Approval Workflow Process	PO	SO
Training for Clientele	SO	SO		

## UCANR Strengths and Opportunities

Academic/Faculty Staff

**PO - Primary Opportunity** | **SO - Secondary Opportunity** | **IS - Influential Strength** | **ST - Strength**

ST (Strength) - Higher than average mean score, lower than average correlation. "Keep up the good work"

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PO (Primary Opportunities) - Lower than average mean score, higher than average correlation. "Concentrate Efforts"

Survey Area	Department	Question Class Long	2021	2023
Office of Controller and Business Services	Policies, Compliance & Programmatic Agreements (PCPA)	Understands My Needs and Requirements	PO	IS
		Accessible to Customers	IS	PO
		Responds to Requests Within an Acceptable Time Frame	PO	PO
		Provides Effective Advice, Guidance	IS	IS
		Facilitates Problem Resolution	IS	IS
		Knowledgeable Staff	IS	IS
		Helpful Staff	IS	ST
		Effectively Uses Websites, Online Documentation	SO	ST
		Moving in a Positive Direction	IS	IS
		Clarity of Policy	ST	PO
		Client Service	ST	IS
		Communication	IS	IS
		Clear Procedures	IS	PO
		Approval Time	SO	SO
		Approval Workflow Process	PO	SO
		Training for Clientele	SO	SO
Program Support Unit	Program Support Unit	Understands My Needs and Requirements	IS	IS
		Accessible to Customers	IS	IS
		Responds to Requests Within an Acceptable Time Frame	PO	SO
		Provides Effective Advice, Guidance	IS	IS
		Facilitates Problem Resolution	IS	IS
		Knowledgeable Staff	ST	IS
		Helpful Staff	IS	IS
		Effectively Uses Websites, Online Documentation	SO	SO
		Moving in a Positive Direction	SO	PO
		Clarity of Policy	SO	SO
		Client Service	IS	IS
		Communication	PO	PO
		Clear Procedures	SO	SO
		Approval Time	SO	SO
Approval Workflow Process	SO	SO		
Training for Clientele	PO	SO		
Publishing	Publishing	Understands My Needs and Requirements		IS
		Accessible to Customers		IS
		Responds to Requests Within an Acceptable Time Frame		IS
		Provides Effective Advice, Guidance		IS

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Academic/Faculty Staff

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Survey Area	Department	Question Class Long	2021	2023
Publishing	Publishing	Facilitates Problem Resolution		IS
		Knowledgeable Staff		ST
		Helpful Staff		IS
		Effectively Uses Websites, Online Documentation		PO
		Moving in a Positive Direction		PO
		Clarity of Policy		SO
		Client Service		IS
		Communication		IS
		Clear Procedures		SO
		Approval Time		PO
		Approval Workflow Process		PO
		Training for Clientele		SO
Resource Planning & Management	Resource Planning & Management (RPM)	Understands My Needs and Requirements	PO	PO
		Accessible to Customers	ST	ST
		Responds to Requests Within an Acceptable Time Frame	ST	ST
		Provides Effective Advice, Guidance	ST	IS
		Facilitates Problem Resolution	IS	IS
		Knowledgeable Staff	ST	ST
		Helpful Staff	ST	ST
		Effectively Uses Websites, Online Documentation	SO	PO
		Moving in a Positive Direction	IS	IS
		Clarity of Policy	SO	PO
		Client Service	IS	IS
		Communication	ST	IS
		Clear Procedures	SO	PO
		Approval Time	PO	PO
		Approval Workflow Process	SO	SO
Training for Clientele	PO	SO		
Risk & Safety Services	Risk & Safety Services	Understands My Needs and Requirements	PO	IS
		Accessible to Customers	ST	IS
		Responds to Requests Within an Acceptable Time Frame	SO	PO
		Provides Effective Advice, Guidance	IS	IS
		Facilitates Problem Resolution	IS	IS
		Knowledgeable Staff	ST	IS
		Helpful Staff	IS	IS
		Effectively Uses Websites, Online Documentation	ST	SO

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Academic/Faculty Staff

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Survey Area	Department	Question Class Long	2021	2023	
Risk & Safety Services	Risk & Safety Services	Moving in a Positive Direction	PO	IS	
		Clarity of Policy	SO	SO	
		Client Service	IS	IS	
		Communication	IS	IS	
		Clear Procedures	SO	SO	
		Approval Time	SO	SO	
		Approval Workflow Process	SO	SO	
		Training for Clientele	SO	SO	
Statewide Programs and REC Operations	Research & Extension Centers Operations	Understands My Needs and Requirements	SO	PO	
		Accessible to Customers	IS	ST	
		Responds to Requests Within an Acceptable Time Frame	IS	ST	
		Provides Effective Advice, Guidance	IS	PO	
		Facilitates Problem Resolution	IS	PO	
		Knowledgeable Staff	ST	ST	
		Helpful Staff	ST	ST	
		Effectively Uses Websites, Online Documentation	SO	PO	
		Moving in a Positive Direction	SO	PO	
		Clarity of Policy	SO	SO	
		Client Service	IS	PO	
		Communication	IS	ST	
		Clear Procedures	PO	SO	
	Approval Time	PO	PO		
	Approval Workflow Process	PO	PO		
	Training for Clientele	ST	PO		
	Statewide Programs Operations	Statewide Programs Operations	Understands My Needs and Requirements	PO	PO
			Accessible to Customers	ST	IS
			Responds to Requests Within an Acceptable Time Frame	ST	IS
			Provides Effective Advice, Guidance	IS	PO
Facilitates Problem Resolution			IS	IS	
Knowledgeable Staff			ST	ST	
Helpful Staff			IS	ST	
Effectively Uses Websites, Online Documentation	IS	SO			
Moving in a Positive Direction	PO	IS			
Clarity of Policy	SO	SO			
Client Service	PO	PO			
Communication	PO	SO			

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Academic/Faculty Staff

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Survey Area	Department	Question Class Long	2021	2023	
Statewide Programs and REC Operations	Statewide Programs Operations	Clear Procedures	PO	SO	
		Approval Time	SO	PO	
		Approval Workflow Process	SO	SO	
		Training for Clientele	SO	SO	
Strategic Communications	News & Information Outreach in Spanish (NOS)	Understands My Needs and Requirements	PO	PO	
		Accessible to Customers	PO	IS	
		Responds to Requests Within an Acceptable Time Frame	PO	ST	
		Provides Effective Advice, Guidance	IS	IS	
		Facilitates Problem Resolution	IS	IS	
		Knowledgeable Staff	ST	ST	
		Helpful Staff	ST	IS	
		Effectively Uses Websites, Online Documentation	SO	SO	
		Moving in a Positive Direction	IS	PO	
		Clarity of Policy	PO	SO	
	Strategic Communications	Strategic Communications	Client Service	PO	IS
			Communication	PO	PO
			Clear Procedures	SO	SO
			Approval Time	SO	SO
			Approval Workflow Process	ST	SO
			Training for Clientele	ST	SO
			Understands My Needs and Requirements	PO	PO
			Accessible to Customers	ST	IS
			Responds to Requests Within an Acceptable Time Frame	ST	IS
			Provides Effective Advice, Guidance	PO	IS
Facilitates Problem Resolution	IS	PO			
Knowledgeable Staff	IS	ST			
Helpful Staff	ST	IS			
Effectively Uses Websites, Online Documentation	PO	SO			
Moving in a Positive Direction	IS	SO			
Clarity of Policy	SO	IS			
Client Service	ST	IS			
Communication	IS	IS			
Clear Procedures	PO	PO			
Approval Time	ST	SO			
Approval Workflow Process	PO	SO			
Training for Clientele	SO	SO			

### Satisfaction Mean Score Trends by Unit

Below 3.00 - Low | 3.00 to 3.59 - Moderate | 3.60 to 4.29 - Good | 4.30 & above - Excellent  
 Mean scores with a statistically significant change year-over-year are indicated with a ★

Academic/Faculty Staff

Selected Questions  
 All

Survey Area	Department	Question Class Long	2021	2023
Business Operations Center	Business Operations Center (BOC)	Overall Satisfaction	3.50	3.36
		Understands My Needs and Requirements	3.45	3.36
		Accessible to Customers	3.50	3.46
		Provides Effective Advice, Guidance	3.44	3.31
		Responds to Requests Within an Acceptable Time F..	3.43	3.38
		Facilitates Problem Resolution	3.48	3.39
		Knowledgeable Staff	3.55	3.37
		Helpful Staff	3.72	3.61
		Effectively Uses Websites, Online Documentation	3.21	3.08
		Moving in a Positive Direction	3.51	3.45
		Clarity of Policy	3.16	2.94
		Client Service	3.47	3.40
		Communication	3.38	3.35
		Clear Procedures	3.07	2.86
		Approval Time	3.34	3.02 ★
		Approval Workflow Process	3.26	3.07
		Training for Clientele	3.22	3.01
Development Services	Development Services	Overall Satisfaction	3.56	3.93
		Understands My Needs and Requirements	3.61	3.92
		Accessible to Customers	4.08	3.96
		Provides Effective Advice, Guidance	3.79	4.03
		Responds to Requests Within an Acceptable Time F..	3.96	4.06
		Facilitates Problem Resolution	3.67	3.97
		Knowledgeable Staff	3.97	4.07
		Helpful Staff	3.98	4.13
		Effectively Uses Websites, Online Documentation	3.52	3.73
		Moving in a Positive Direction	3.72	3.95
		Clarity of Policy	3.40	3.63
		Client Service	3.78	4.03
		Communication	3.90	3.91
		Clear Procedures	3.65	3.61
		Approval Time	3.64	3.73
		Approval Workflow Process	3.67	3.72
		Training for Clientele	3.50	3.85
Facilities, Planning & Management (FPM)	Facilities, Planning & Management (FPM)	Overall Satisfaction	3.25	3.31
		Understands My Needs and Requirements	3.19	3.29
		Accessible to Customers	3.45	3.44
		Provides Effective Advice, Guidance	3.31	3.39
		Responds to Requests Within an Acceptable Time F..	3.31	3.40
		Facilitates Problem Resolution	3.32	3.16
		Knowledgeable Staff	3.67	3.61
		Helpful Staff	3.57	3.44
		Effectively Uses Websites, Online Documentation	2.94	3.17
		Moving in a Positive Direction	3.13	3.25
		Clarity of Policy	2.98	3.22
		Client Service	3.30	3.21
		Communication	3.31	3.39
Clear Procedures	3.09	3.19		

### Satisfaction Mean Score Trends by Unit

Academic/Faculty Staff

Selected Questions  
All

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Survey Area	Department	Question Class Long	2021	2023		
Facilities, Planning & Management (FPM)	Facilities, Planning & Management (FPM)	Approval Time	2.98	3.19		
		Approval Workflow Process	3.03	3.16		
		Training for Clientele	3.17	3.22		
		Overall Satisfaction	3.25	3.49		
		Understands My Needs and Requirements	3.14	3.49		
		Accessible to Customers	3.35	3.51		
		Provides Effective Advice, Guidance	3.29	3.52		
		Responds to Requests Within an Acceptable Time F..	3.22	3.37		
		Facilitates Problem Resolution	3.35	3.48		
		Knowledgeable Staff	3.53	3.53		
		Helpful Staff	3.50	3.60		
		Financial Services	Financial Services	Effectively Uses Websites, Online Documentation	3.13	3.20
				Moving in a Positive Direction	3.33	3.36
Clarity of Policy	3.06			3.24		
Client Service	3.38			3.38		
Communication	3.17			3.40		
Clear Procedures	2.96			3.24		
Approval Time	3.14			3.36		
Approval Workflow Process	3.24			3.42		
Training for Clientele	3.06			3.08		
Overall Satisfaction	3.73			3.53		
Understands My Needs and Requirements	3.62			3.45		
Accessible to Customers	4.00			3.67		
Provides Effective Advice, Guidance	3.85			3.58		
Responds to Requests Within an Acceptable Time F..	3.85	3.61				
Facilitates Problem Resolution	3.86	3.72				
Knowledgeable Staff	4.36	3.89				
Government and Community Relations	Government and Community Relations	Helpful Staff	4.12	3.83		
		Effectively Uses Websites, Online Documentation	3.69	3.30		
		Moving in a Positive Direction	3.78	3.70		
		Clarity of Policy	3.43	3.24		
		Client Service	3.74	3.45		
		Communication	3.92	3.54		
		Clear Procedures	3.63	3.32		
		Approval Time	3.64	3.58		
		Approval Workflow Process	3.46	3.52		
		Training for Clientele	3.65	3.31		
		Overall Satisfaction	3.43	3.58		
		Understands My Needs and Requirements	3.46	3.59		
		Accessible to Customers	3.50	3.61		
Provides Effective Advice, Guidance	3.53	3.64				
Responds to Requests Within an Acceptable Time F..	3.44	3.51				
Facilitates Problem Resolution	3.56	3.63				
Knowledgeable Staff	3.62	3.82				
Helpful Staff	3.68	3.89				
Academic Human Resources	Academic Human Resources	Effectively Uses Websites, Online Documentation	3.40	3.29		
		Moving in a Positive Direction	3.33	3.57		
		Clarity of Policy	3.24	3.16		
Human Resources						



### Satisfaction Mean Score Trends by Unit

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Academic/Faculty Staff

Selected Questions  
 All

Survey Area	Department	Question Class Long	2021	2023
Human Resources	Academic Human Resources	Client Service	3.45	3.52
		Communication		
		Clear Procedures	3.26	3.20
		Approval Time		
		Approval Workflow Process	3.31	3.25
	Staff Human Resources	Training for Clientele		
		Overall Satisfaction		3.10
		Understands My Needs and Requireme..	3.13	
		Accessible to Customers		3.20
		Provides Effective Advice, Guidance	3.16	
		Responds to Requests Within an Accep..		
		Facilitates Problem Resolution		
		Knowledgeable Staff	3.47	3.31
		Helpful Staff		
		Effectively Uses Websites, Online Docu..		
Moving in a Positive Direction	3.02	3.07		
Clarity of Policy				
Client Service	3.00	3.18		
Communication				
Clear Procedures	2.93	2.93		
Approval Time				
Approval Workflow Process				
Training for Clientele	2.69	2.99		
Information Technology	Information Technology	Overall Satisfaction		
		Understands My Needs and Requireme..	3.04	3.55 ★
		Accessible to Customers		
		Provides Effective Advice, Guidance	3.08	3.62 ★
		Responds to Requests Within an Accep..		
		Facilitates Problem Resolution		
		Knowledgeable Staff	3.52	3.85 ★
		Helpful Staff		
		Effectively Uses Websites, Online Docu..	2.86	
		Moving in a Positive Direction		3.49 ★
		Clarity of Policy	2.96	
		Client Service		3.57 ★
		Communication	2.89	
		Clear Procedures		
		Approval Time		3.43 ★
Approval Workflow Process	2.73			
Training for Clientele				
Office of Contracts & Grants	Office of Contracts & Grants (OCG)	Overall Satisfaction		3.97
		Understands My Needs and Requireme..	4.21	
		Accessible to Customers		4.00
		Provides Effective Advice, Guidance	4.27	
		Responds to Requests Within an Accep..		
		Facilitates Problem Resolution		
		Knowledgeable Staff	4.50	4.22

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Academic/Faculty Staff

Selected Questions  
 All

Survey Area	Department	Question Class Long	2021	2023
Office of Contracts & Grants	Office of Contracts & Grants (OCG)	Helpful Staff		
		Effectively Uses Websites, Online Docu...		
		Moving in a Positive Direction	3.94	3.88
		Clarity of Policy		
		Client Service	4.22	4.01
		Communication		
		Clear Procedures	3.96	
		Approval Time		3.80
		Approval Workflow Process		
		Training for Clientele	4.00	
		Overall Satisfaction	3.86	3.49
		Understands My Needs and Requireme..		
		Accessible to Customers	3.95	
Office of Controller and Business Services	Policies, Compliance & Programmatic Agreements (PCPA)	Provides Effective Advice, Guidance		3.55
		Responds to Requests Within an Accep..		
		Facilitates Problem Resolution		
		Knowledgeable Staff	4.25	3.77
		Helpful Staff		
		Effectively Uses Websites, Online Docu...		3.45
		Moving in a Positive Direction	3.83	
		Clarity of Policy		
		Client Service	3.89	3.57
		Communication		
		Clear Procedures	3.85	3.25
		Approval Time		
		Approval Workflow Process	3.71	3.24
Training for Clientele				
Program Support Unit	Program Support Unit	Overall Satisfaction	4.06	3.91
		Understands My Needs and Requireme..		
		Accessible to Customers	4.18	3.97
		Provides Effective Advice, Guidance		
		Responds to Requests Within an Accep..		3.81
		Facilitates Problem Resolution		
		Knowledgeable Staff	4.32	4.07
		Helpful Staff		
		Effectively Uses Websites, Online Docu...	4.05	3.78
		Moving in a Positive Direction		
		Clarity of Policy		
		Client Service	4.16	3.95
		Communication		
Clear Procedures	3.85			
Approval Time		3.79		
Approval Workflow Process	3.94			
Training for Clientele				
Publishing	Publishing	Overall Satisfaction		
		Understands My Needs and Requireme..		3.33
		Accessible to Customers		
		Provides Effective Advice, Guidance		3.39

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Academic/Faculty Staff

Selected Questions  
 All

Survey Area	Department	Question Class Long	2021	2023
Publishing	Publishing	Responds to Requests Within an Accep..		
		Facilitates Problem Resolution		
		Knowledgeable Staff		3.69
		Helpful Staff		
		Effectively Uses Websites, Online Docu..		
		Moving in a Positive Direction		3.10
		Clarity of Policy		
		Client Service		
		Communication		3.36
		Clear Procedures		
		Approval Time		2.71
		Approval Workflow Process		
		Training for Clientele		
Resource Planning & Management (RPM)	Resource Planning & Management (RPM)	Overall Satisfaction	3.31	3.59
		Understands My Needs and Requireme..		
		Accessible to Customers	3.49	3.66
		Provides Effective Advice, Guidance		
		Responds to Requests Within an Accep..		
		Facilitates Problem Resolution		
		Knowledgeable Staff		3.87
		Helpful Staff	3.68	
		Effectively Uses Websites, Online Docu..		
		Moving in a Positive Direction	3.30	3.56
		Clarity of Policy		
		Client Service	3.44	3.66
		Communication		
Clear Procedures	3.02			
Approval Time		3.46		
Approval Workflow Process	2.85			
Training for Clientele				
Risk & Safety Services	Risk & Safety Services	Overall Satisfaction	4.02	3.95
		Understands My Needs and Requireme..		
		Accessible to Customers		
		Provides Effective Advice, Guidance	4.11	4.10
		Responds to Requests Within an Accep..		
		Facilitates Problem Resolution		
		Knowledgeable Staff	4.23	4.18
		Helpful Staff		
		Effectively Uses Websites, Online Docu..	4.02	
		Moving in a Positive Direction		3.99
		Clarity of Policy		
		Client Service	4.11	4.07
		Communication		
Clear Procedures	3.91	3.80		
Approval Time				
Approval Workflow Process	3.96	3.81		
Training for Clientele				
Statewide	Research &	Overall Satisfaction	3.88	3.78

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Academic/Faculty Staff

Selected Questions  
 All

Survey Area	Department	Question Class Long	2021	2023
Statewide Programs and REC Operations	Research & Extension Centers Operations	Understands My Needs and Requireme..		
		Accessible to Customers	4.13	4.08
		Provides Effective Advice, Guidance		
		Responds to Requests Within an Accep..	3.86	3.96
		Facilitates Problem Resolution		
		Knowledgeable Staff		4.06
		Helpful Staff	4.08	
		Effectively Uses Websites, Online Docu..		
		Moving in a Positive Direction	3.67	3.71
		Clarity of Policy		
		Client Service	3.92	
		Communication		3.92
		Clear Procedures		
		Approval Time	3.70	3.76
		Approval Workflow Process		
Training for Clientele	3.81	3.66		
Statewide Programs Operations	Statewide Programs Operations	Overall Satisfaction	3.26	3.68
		Understands My Needs and Requireme..		
		Accessible to Customers	3.61	3.93
		Provides Effective Advice, Guidance		
		Responds to Requests Within an Accep..	3.55	3.88
		Facilitates Problem Resolution		
		Knowledgeable Staff	3.63	4.08
		Helpful Staff		
		Effectively Uses Websites, Online Docu..	3.35	
		Moving in a Positive Direction		3.97 ★
		Clarity of Policy	3.34	
		Client Service		3.71
		Communication	3.19	
		Clear Procedures		
		Approval Time	3.25	3.62
Approval Workflow Process				
Training for Clientele	3.29	3.63		
Strategic Communications	News & Information Outreach in Spanish (NOS)	Overall Satisfaction	4.08	
		Understands My Needs and Requireme..		
		Accessible to Customers	4.09	4.11
		Provides Effective Advice, Guidance		
		Responds to Requests Within an Accep..		
		Facilitates Problem Resolution		4.19
		Knowledgeable Staff	4.32	
		Helpful Staff		4.19
		Effectively Uses Websites, Online Docu..		
		Moving in a Positive Direction	4.12	3.82
		Clarity of Policy		
		Client Service	4.06	4.00
		Communication		
		Clear Procedures	4.04	
		Approval Time		3.82

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Academic/Faculty Staff

Selected Questions  
 All

Survey Area	Department	Question Class Long	2021	2023
Statewide Programs and REC Operations	Statewide Programs Operations	Provides Effective Advice, Guidance		
		Responds to Requests Within an Accep..	3.55	3.88
		Facilitates Problem Resolution		
		Knowledgeable Staff	3.63	4.08
		Helpful Staff		
		Effectively Uses Websites, Online Docu..	3.35	
		Moving in a Positive Direction		3.97 ★
		Clarity of Policy	3.34	
		Client Service		3.71
		Communication	3.19	
		Clear Procedures		
		Approval Time	3.25	3.62
		Approval Workflow Process		
		Training for Clientele	3.29	3.63
News & Information Outreach in Spanish (NOS)	News & Information Outreach in Spanish (NOS)	Overall Satisfaction	4.08	
		Understands My Needs and Requireme..		
		Accessible to Customers	4.09	4.11
		Provides Effective Advice, Guidance		
		Responds to Requests Within an Accep..		
		Facilitates Problem Resolution		4.19
		Knowledgeable Staff	4.32	
		Helpful Staff		4.19
		Effectively Uses Websites, Online Docu..		
		Moving in a Positive Direction	4.12	3.82
		Clarity of Policy		
		Client Service	4.06	4.00
		Communication		
		Clear Procedures	4.04	
Strategic Communications	Strategic Communications	Approval Time		3.82
		Approval Workflow Process	4.25	
		Training for Clientele		3.73
		Overall Satisfaction	3.89	3.61
		Understands My Needs and Requireme..		
		Accessible to Customers	4.11	3.73
		Provides Effective Advice, Guidance		
		Responds to Requests Within an Accep..	4.16	3.69 ★
		Facilitates Problem Resolution		
		Knowledgeable Staff	4.11	3.82
		Helpful Staff		
		Effectively Uses Websites, Online Docu..		3.55
		Moving in a Positive Direction	3.95	
		Clarity of Policy		3.59
Client Service	3.95			
Communication		3.64		
Clear Procedures				
Approval Time	4.05	3.47 ★		
Approval Workflow Process				
Training for Clientele		3.51		

## 2023 UCANR Unit Rankings for Overall Customer Satisfaction

Below 3.00 - Low | 3.00 to 3.59 - Moderate | 3.60 to 4.29 - Good | 4.30 & above - Excellent

Academic/Faculty Staff

Standard Satisfaction Question  
Overall

N of Responses

Rank	Department	Mean	N of Responses
1	Office of Contracts & Grants (OCG)	3.97	117
2	Risk & Safety Services	3.95	130
3	Development Services	3.93	70
4	Program Support Unit	3.91	127
5	News & Information Outreach in Spanish (NOS)	3.85	44
6	Research & Extension Centers Operations	3.78	55
7	Statewide Programs Operations	3.68	45
8	Strategic Communications	3.61	70
9	Resource Planning & Management (RPM)	3.59	43
10	Academic Human Resources	3.58	99
11	Government and Community Relations	3.53	41
12	Financial Services	3.49	68
13	Policies, Compliance & Programmatic Agreements (PCPA)	3.49	40
14	Information Technology	3.46	256
15	Business Operations Center (BOC)	3.36	216
16	Facilities, Planning & Management (FPM)	3.31	67
17	Publishing	3.11	31
18	Staff Human Resources	3.10	169

### Satisfaction Mean Score Trends by Unit

Below 3.00 - Low | 3.00 to 3.59 - Moderate | 3.60 to 4.29 - Good | 4.30 & above - Excellent  
 Mean scores with a statistically significant change year-over-year are indicated with a ★

Academic/Faculty Staff

Selected Questions  
 All

Survey Area	Department	Question Class Long	2021	2023
Business Operations Center	Business Operations Center (BOC)	Overall Satisfaction	3.50	3.36
		Understands My Needs and Requireme..		
		Accessible to Customers	3.50	3.46
		Provides Effective Advice, Guidance		
		Responds to Requests Within an Accep..	3.43	3.38
		Facilitates Problem Resolution		
		Knowledgeable Staff		
		Helpful Staff	3.72	3.61
		Effectively Uses Websites, Online Docu..		
		Moving in a Positive Direction	3.51	3.45
		Clarity of Policy		
		Client Service	3.47	3.40
		Communication		
		Clear Procedures		
		Approval Time	3.34	3.02 ★
Approval Workflow Process				
Training for Clientele	3.22	3.01		
Development Services	Development Services	Overall Satisfaction	3.56	3.93
		Understands My Needs and Requireme..		
		Accessible to Customers	4.08	
		Provides Effective Advice, Guidance		4.03
		Responds to Requests Within an Accep..	3.96	
		Facilitates Problem Resolution		
		Knowledgeable Staff	3.97	4.07
		Helpful Staff		
		Effectively Uses Websites, Online Docu..		
		Moving in a Positive Direction	3.72	3.95
		Clarity of Policy		
		Client Service		4.03
		Communication	3.90	
		Clear Procedures		
		Approval Time	3.64	3.73
Approval Workflow Process				
Training for Clientele		3.85		
Facilities, Planning & Management (FPM)	Facilities, Planning & Management (FPM)	Overall Satisfaction	3.25	3.31
		Understands My Needs and Requireme..		
		Accessible to Customers	3.45	3.44
		Provides Effective Advice, Guidance		
		Responds to Requests Within an Accep..	3.31	3.40
		Facilitates Problem Resolution		
		Knowledgeable Staff	3.67	3.61
		Helpful Staff		
		Effectively Uses Websites, Online Docu..		
		Moving in a Positive Direction	3.13	3.25
		Clarity of Policy		
		Client Service	3.30	
		Communication		3.39
		Clear Procedures	3.09	

### Satisfaction Mean Score Trends by Unit

Below 3.00 - Low | 3.00 to 3.59 - Moderate | 3.60 to 4.29 - Good | 4.30 & above - Excellent  
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Academic/Faculty Staff

Selected Questions  
 All

Survey Area	Department	Question Class Long	2021	2023
Planning & Management (FPM)	Facilities, Planning & Management (FPM)	Approval Time		3.19
		Approval Workflow Process		
		Training for Clientele	3.17	3.22
		Overall Satisfaction	3.25	3.49
		Understands My Needs and Requireme..		
		Accessible to Customers	3.35	3.51
		Provides Effective Advice, Guidance		
		Responds to Requests Within an Accep..		
		Facilitates Problem Resolution		3.48
		Knowledgeable Staff	3.53	
Financial Services	Financial Services	Helpful Staff		3.60
		Effectively Uses Websites, Online Docu..		
		Moving in a Positive Direction	3.33	3.36
		Clarity of Policy		
		Client Service	3.38	3.38
		Communication		
		Clear Procedures		
		Approval Time		3.36
		Approval Workflow Process	3.24	
		Training for Clientele		
Government and Community Relations	Government and Community Relations	Overall Satisfaction	3.73	3.53
		Understands My Needs and Requireme..		
		Accessible to Customers	4.00	3.67
		Provides Effective Advice, Guidance		
		Responds to Requests Within an Accep..	3.85	
		Facilitates Problem Resolution		
		Knowledgeable Staff	4.36	3.89
		Helpful Staff		
		Effectively Uses Websites, Online Docu..		
		Moving in a Positive Direction	3.78	3.70
Human Resources	Academic Human Resources	Clarity of Policy		
		Client Service		
		Communication	3.92	3.54
		Clear Procedures		
		Approval Time	3.64	3.58
		Approval Workflow Process		
		Training for Clientele	3.65	
		Overall Satisfaction	3.43	3.58
		Understands My Needs and Requireme..		
		Accessible to Customers	3.50	3.61
Provides Effective Advice, Guidance				
Responds to Requests Within an Accep..				
Facilitates Problem Resolution	3.56			
Knowledgeable Staff		3.82		
Helpful Staff	3.68			
Effectively Uses Websites, Online Docu..				
Moving in a Positive Direction	3.33	3.57		
Clarity of Policy				



### Satisfaction Mean Score Trends by Unit

Academic/Faculty Staff

Selected Questions  
All

Below 3.00 - Low | 3.00 to 3.59 - Moderate | 3.60 to 4.29 - Good | 4.30 & above - Excellent  
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Survey Area	Department	Question Class Long	2021	2023		
Academic Human Resources		Client Service	3.45	3.52		
		Communication	3.46	3.38		
		Clear Procedures	3.26	3.20		
		Approval Time	3.23	3.20		
		Approval Workflow Process	3.31	3.25		
		Human Resources		Training for Clientele	3.22	3.23
				Overall Satisfaction	2.94	3.10
				Understands My Needs and Requirements	3.13	3.17
				Accessible to Customers	2.99	3.20
				Provides Effective Advice, Guidance	3.16	3.19
Staff Human Resources		Responds to Requests Within an Acceptable Time F..	2.75	2.97		
		Facilitates Problem Resolution	3.14	3.11		
		Knowledgeable Staff	3.47	3.31		
		Helpful Staff	3.43	3.36		
		Effectively Uses Websites, Online Documentation	2.87	2.99		
		Moving in a Positive Direction	3.02	3.07		
		Clarity of Policy	3.02	3.02		
		Client Service	3.00	3.18		
		Communication	3.01	3.10		
		Clear Procedures	2.93	2.93		
Information Technology		Approval Time	2.43	2.77		
		Approval Workflow Process	2.52	2.87 ★		
		Training for Clientele	2.69	2.99		
		Overall Satisfaction	2.82	3.46 ★		
		Understands My Needs and Requirements	3.04	3.55 ★		
		Accessible to Customers	2.89	3.60 ★		
		Provides Effective Advice, Guidance	3.08	3.62 ★		
		Responds to Requests Within an Acceptable Time F..	2.71	3.46 ★		
		Facilitates Problem Resolution	3.10	3.62 ★		
		Knowledgeable Staff	3.52	3.85 ★		
Information Technology		Helpful Staff	3.27	3.82 ★		
		Effectively Uses Websites, Online Documentation	2.86	3.25 ★		
		Moving in a Positive Direction	2.87	3.49 ★		
		Clarity of Policy	2.96	3.35 ★		
		Client Service	2.84	3.57 ★		
		Communication	2.89	3.51 ★		
		Clear Procedures	2.84	3.33 ★		
		Approval Time	2.64	3.43 ★		
		Approval Workflow Process	2.73	3.40 ★		
		Training for Clientele	2.57	3.20 ★		
Office of Contracts & Grants	Office of Contracts & Grants (OCG)	Overall Satisfaction	4.12	3.97		
		Understands My Needs and Requirements	4.21	4.00		
		Accessible to Customers	4.28	4.00		
		Provides Effective Advice, Guidance	4.27	4.01		
		Responds to Requests Within an Acceptable Time F..	4.15	3.91		
		Facilitates Problem Resolution	4.28	4.00		
		Knowledgeable Staff	4.50	4.22		
		Helpful Staff	4.47	4.18		

### Satisfaction Mean Score Trends by Unit

Below 3.00 - Low | 3.00 to 3.59 - Moderate | 3.60 to 4.29 - Good | 4.30 & above - Excellent  
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Academic/Faculty Staff

Selected Questions  
 All

Survey Area	Department	Question Class Long	2021	2023		
Office of Contracts & Grants	Office of Contracts & Grants (OCG)	Effectively Uses Websites, Online Documentation	3.72	3.66		
		Moving in a Positive Direction	3.94	3.88		
		Clarity of Policy	3.93	3.61		
		Client Service	4.22	4.01		
		Communication	4.20	3.98		
		Clear Procedures	3.96	3.71		
		Approval Time	3.83	3.80		
		Approval Workflow Process	3.87	3.81		
		Training for Clientele	4.00	3.69		
		Overall Satisfaction	3.86	3.49		
		Understands My Needs and Requirements	3.80	3.45		
		Accessible to Customers	3.95	3.42		
		Provides Effective Advice, Guidance	3.95	3.55		
		Responds to Requests Within an Acceptable Time F..	3.62	3.41		
		Facilitates Problem Resolution	4.11	3.47		
		Knowledgeable Staff	4.25	3.77		
		Office of Controller and Business Services	Policies, Compliance & Programmatic Agreements (PCPA)	Helpful Staff	3.95	3.72
Effectively Uses Websites, Online Documentation	3.38			3.45		
Moving in a Positive Direction	3.83			3.44		
Clarity of Policy	3.85			3.27		
Client Service	3.89			3.57		
Communication	3.90			3.53		
Clear Procedures	3.85			3.25		
Approval Time	3.63			3.24		
Approval Workflow Process	3.71			3.24		
Training for Clientele	3.45			3.00		
Overall Satisfaction	4.06			3.91		
Understands My Needs and Requirements	4.13			3.87		
Accessible to Customers	4.18			3.97		
Provides Effective Advice, Guidance	4.19			3.92		
Responds to Requests Within an Acceptable Time F..	4.05			3.81		
Facilitates Problem Resolution	4.20			3.87		
Knowledgeable Staff	4.32			4.07		
Helpful Staff	4.34	4.09				
Program Support Unit	Program Support Unit	Effectively Uses Websites, Online Documentation	4.05	3.78		
		Moving in a Positive Direction	4.04	3.83		
		Clarity of Policy	3.83	3.72		
		Client Service	4.16	3.95		
		Communication	3.99	3.79		
		Clear Procedures	3.85	3.70		
		Approval Time	3.83	3.79		
		Approval Workflow Process	3.94	3.81		
		Training for Clientele	3.89	3.61		
		Overall Satisfaction		3.11		
		Understands My Needs and Requirements		3.33		
		Accessible to Customers		3.33		
		Provides Effective Advice, Guidance		3.39		
		Responds to Requests Within an Acceptable Time F..		3.19		
		Publishing	Publishing			

### Satisfaction Mean Score Trends by Unit

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Academic/Faculty Staff

Selected Questions  
 All

Survey Area	Department	Question Class Long	2021	2023
Publishing	Publishing	Facilitates Problem Resolution		3.46
		Knowledgeable Staff		3.69
		Helpful Staff		3.73
		Effectively Uses Websites, Online Documentation		2.91
		Moving in a Positive Direction		3.10
		Clarity of Policy		2.95
		Client Service		3.28
		Communication		3.36
		Clear Procedures		3.18
		Approval Time		2.71
		Approval Workflow Process		2.77
		Training for Clientele		2.54
Resource Planning & Management	Resource Planning & Management (RPM)	Overall Satisfaction	3.31	3.59
		Understands My Needs and Requirements	3.22	3.53
		Accessible to Customers	3.49	3.66
		Provides Effective Advice, Guidance	3.47	3.59
		Responds to Requests Within an Acceptable Time F..	3.34	3.56
		Facilitates Problem Resolution	3.44	3.68
		Knowledgeable Staff	3.60	3.87
		Helpful Staff	3.68	3.85
		Effectively Uses Websites, Online Documentation	2.95	3.43
		Moving in a Positive Direction	3.30	3.56
		Clarity of Policy	3.12	3.22
		Client Service	3.44	3.66
		Communication	3.26	3.63
		Clear Procedures	3.02	3.33
		Approval Time	2.86	3.46
		Approval Workflow Process	2.85	3.40
		Training for Clientele	2.87	3.25
Risk & Safety Services	Risk & Safety Services	Overall Satisfaction	4.02	3.95
		Understands My Needs and Requirements	3.97	4.00
		Accessible to Customers	4.02	4.01
		Provides Effective Advice, Guidance	4.11	4.10
		Responds to Requests Within an Acceptable Time F..	3.91	3.91
		Facilitates Problem Resolution	4.12	4.07
		Knowledgeable Staff	4.23	4.18
		Helpful Staff	4.24	4.11
		Effectively Uses Websites, Online Documentation	4.02	3.90
		Moving in a Positive Direction	3.97	3.99
		Clarity of Policy	3.87	3.82
		Client Service	4.11	4.07
		Communication	4.06	4.04
		Clear Procedures	3.91	3.80
		Approval Time	3.87	3.82
		Approval Workflow Process	3.96	3.81
		Training for Clientele	3.85	3.72
Statewide Programs and Operations	Research & Extension Centers Operations	Overall Satisfaction	3.88	3.78
		Understands My Needs and Requirements	3.76	3.78

### Satisfaction Mean Score Trends by Unit

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Academic/Faculty Staff

Selected Questions  
 All

Survey Area	Department	Question Class Long	2021	2023
Statewide Programs and REC Operations	Research & Extension Centers Operations	Accessible to Customers	4.13	4.08
		Provides Effective Advice, Guidance	3.88	3.76
		Responds to Requests Within an Acceptable Time F..	3.86	3.96
		Facilitates Problem Resolution	3.91	3.76
		Knowledgeable Staff	4.00	4.06
		Helpful Staff	4.08	4.12
		Effectively Uses Websites, Online Documentation	3.53	3.54
		Moving in a Positive Direction	3.67	3.71
		Clarity of Policy	3.57	3.65
		Client Service	3.92	3.73
		Communication	3.83	3.92
	Clear Procedures	3.58	3.67	
	Approval Time	3.70	3.76	
	Approval Workflow Process	3.58	3.66	
	Training for Clientele	3.81	3.66	
	Overall Satisfaction	3.26	3.68	
	Understands My Needs and Requirements	3.23	3.66	
	Statewide Programs Operations	Accessible to Customers	3.61	3.93
		Provides Effective Advice, Guidance	3.38	3.68
		Responds to Requests Within an Acceptable Time F..	3.55	3.88
		Facilitates Problem Resolution	3.38	3.76
		Knowledgeable Staff	3.63	4.08
		Helpful Staff	3.48	4.03
Effectively Uses Websites, Online Documentation		3.35	3.71	
Moving in a Positive Direction		3.24	3.97 ★	
Clarity of Policy		3.34	3.59	
Client Service		3.23	3.71	
Communication		3.19	3.68	
Clear Procedures		3.13	3.54	
Approval Time	3.25	3.62		
Approval Workflow Process	3.31	3.50		
Training for Clientele	3.29	3.63		
News & Information Outreach in Spanish (NOS)	Overall Satisfaction	4.08	3.85	
	Understands My Needs and Requirements	4.09	3.95	
	Accessible to Customers	4.09	4.11	
	Provides Effective Advice, Guidance	4.15	4.16	
	Responds to Requests Within an Acceptable Time F..	3.97	4.09	
	Facilitates Problem Resolution	4.15	4.19	
	Knowledgeable Staff	4.32	4.26	
	Helpful Staff	4.35	4.19	
	Effectively Uses Websites, Online Documentation	4.00	3.87	
	Moving in a Positive Direction	4.12	3.82	
	Clarity of Policy	3.95	3.69	
	Client Service	4.06	4.00	
	Communication	4.03	3.95	
	Clear Procedures	4.04	3.70	
	Approval Time	4.05	3.82	
	Approval Workflow Process	4.25	3.75	
	Strategic Communications			

### Satisfaction Mean Score Trends by Unit

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Academic/Faculty Staff

Selected Questions  
 All

Survey Area	Department	Question Class Long	2021	2023
Statewide Programs and REC Operations	Statewide Programs Operations	Provides Effective Advice, Guidance	3.38	3.68
		Responds to Requests Within an Acceptable Time F..	3.55	3.88
		Facilitates Problem Resolution	3.38	3.76
		Knowledgeable Staff	3.63	4.08
		Helpful Staff	3.48	4.03
		Effectively Uses Websites, Online Documentation	3.35	3.71
		Moving in a Positive Direction	3.24	3.97 ★
		Clarity of Policy	3.34	3.59
		Client Service	3.23	3.71
		Communication	3.19	3.68
		Clear Procedures	3.13	3.54
		Approval Time	3.25	3.62
		Approval Workflow Process	3.31	3.50
		Training for Clientele	3.29	3.63
		Overall Satisfaction	4.08	3.85
		Understands My Needs and Requirements	4.09	3.95
		Accessible to Customers	4.09	4.11
		Provides Effective Advice, Guidance	4.15	4.16
		Responds to Requests Within an Acceptable Time F..	3.97	4.09
		News & Information Outreach in Spanish (NOS)	News & Information Outreach in Spanish (NOS)	Facilitates Problem Resolution
Knowledgeable Staff	4.32			4.26
Helpful Staff	4.35			4.19
Effectively Uses Websites, Online Documentation	4.00			3.87
Moving in a Positive Direction	4.12			3.82
Clarity of Policy	3.95			3.69
Client Service	4.06			4.00
Communication	4.03			3.95
Clear Procedures	4.04			3.70
Approval Time	4.05			3.82
Approval Workflow Process	4.25			3.75
Training for Clientele	4.17			3.73
Overall Satisfaction	3.89			3.61
Understands My Needs and Requirements	3.78			3.48
Accessible to Customers	4.11			3.73
Strategic Communications	Strategic Communications	Provides Effective Advice, Guidance	3.91	3.62
		Responds to Requests Within an Acceptable Time F..	4.16	3.69 ★
		Facilitates Problem Resolution	4.03	3.42 ★
		Knowledgeable Staff	4.11	3.82
		Helpful Staff	4.18	3.81
		Effectively Uses Websites, Online Documentation	3.84	3.55
		Moving in a Positive Direction	3.95	3.53
		Clarity of Policy	3.68	3.59
		Client Service	3.95	3.67
		Communication	4.00	3.64
		Clear Procedures	3.65	3.38
		Approval Time	4.05	3.47 ★
		Approval Workflow Process	3.79	3.50
		Training for Clientele	3.71	3.51