2023 ANR Administrative and Support Services Customer Satisfaction

Controller's Immediate Office

Policies, Compliance & Programmatic Agreements				
PRIMARY OPPORTUNITIES			**ACTIONS TAKEN/IN PROCESS**	**OUTCOME/HIGHLIGHTS**
Prior Year (2021)	**Current Year 2022**	**PO Identified**		
3.38	3.45	Effectively uses website to provide access to information and services	In the process of a redesigning our web page. Our new name will guide the organization of our web site. We will add new analytics to our pages and use those metrics to modify as needed.	Increase traffic to our page and improved navigation
3.45	3.00	Training for clientele	We are creating short videos to explain the what, how, and why's of things using renderforest & zoom. In addition we will create pdfs of these videos in order to reach both scanner and readers and to save time in our small but mighty unit	Improve knowledge and understanding about policies, compliance and programmatic agreements.

3.62	3.41	Responds to Requests Within an Acceptable Time Frame	We will improve marketing for our newagreement@ucanr.edu email. We have templates for certain programs. We will gather metrics from our database to determine which category of agreements take the longest. Then manage expectations and/or reevaluate our	Decreases the time from request to execution.
3.85	3.25	Clear Proceedures	Create flow sheets	Visual Tool to better understand the process in this unit and others.
3.71	3.24	Approval Workflow Process	Create a video and written document regarding the workflow process. Also explain what agreements go to which unit (C&G, Development, PCPA	Client has a better understanding of the process from start to finish.
3.65	4.30	*Effect Approval Workflow Processive Website*	*Changed landing page*	*More website visitors*

2021 UC San Diego Academic & Staff Customer Satisfaction Survey

CFO - Human Resources

BENEFITS			
PRIMARY OPPORTUNITIES		**ACTIONS TAKEN/IN PROCESS**	**OUTCOME/HIGHLIGHTS**
3.19	4.00	Facilitates problem resolution	Established customer service and response time standards to ensure timely feedback to customer inquiries	Focusing on enhancing overall communcation with campus customer partners

ADDITIONAL OPPORTUNITIES IDENTIFIED (e.g. verbatim/themed comments, secondary opportunities)	ACTIONS TAKEN/IN PROCESS	OUTCOME/HIGHLIGHTS
"Website is not mobile-friendly"	and accessibility for the entire website	Website views doubled within two weeks of improving interface