

Town Hall

2-3 pm, Nov. 16, 2023

Agenda

- Welcome
- Leadership Update
- Customer Service Survey
- Food Safety
- ANR in the News
- New Hires
- Other Updates

Chat warmup
Learning about each other:

What are you grateful for?



Leadership Update

Vision & News - (10-15 mins)



We want
your input!


*UC ANR Strategic
Visioning 2040*



Date/Time	Location
<i>In-Person Sessions (includes lunch & networking)</i>	
Thurs., Dec 7, 2023 10 am – 1 pm	ANR Building, Davis
Tues., Jan 9, 2024 10 am – 1 pm	UC Santa Cruz Cowell Ranch Hay Barn
Tues., Jan 16, 2024 10 am – 1 pm	UC Riverside Alumni & Visitors Center
Fri., Feb. 9, 2024 10 am – 1 pm	UC Merced Conference Center
Tues., Feb 27, 2024 10 am – 1 pm	McConnell Foundation, Redding
<i>Zoom Sessions</i>	
Mon., Dec 11, 2023 10 am – 12 pm	Zoom Session #1
Wed., Jan 31, 2024 1 pm – 3 pm	Zoom Session #2
Thurs., Feb 8, 2024 3 pm – 5 pm	Zoom Session #3



Feedback Sessions



2023 ANR Administrative & Support Services Customer Satisfaction Survey

Interpretation of Results & Action Planning Discussion

ANR Town Hall

November 16, 2023

Iuliia Kepley, Tritonlytics Program Director
Strategic Consulting, Assessments, and Analytics



CSS SURVEY BACKGROUND

FEATURE	DETAIL
HISTORY	2023 was the 2 nd year of the Administrative and Support Services Customer Satisfaction Survey
DATES	Survey period: May 23 – June 30, 2023
PARTICIPATION	18 ANR administrative and support services units are included in the survey
RESPONSE RATE	1,237 academics, staff, and students were invited to participate; 433 (35%) responded
SURVEY DESIGN	<ul style="list-style-type: none">• Survey consisted of up to 10 standard satisfaction;• Additional satisfaction questions related to policies, and procedures;• Net Promoter Score;• Open-ended questions about what respondents like best, suggestions for improvement, and recognizing colleagues for exceptional customer service

CSS SURVEY DESIGN

UC ANR Academic Human Resources is the principal department for all academic personnel matters within UC ANR. Academic HR provides consulting services in applying academic personnel policies and procedures involving recruitment, temporary hires, advancement, compensation, visa/work eligibility and employee relations for academic appointees in UC ANR.

Please rate your level of satisfaction with Academic Human Resources in each of the following.

	Extremely Satisfied	Very Satisfied	Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
--	---------------------	----------------	-----------	--------------------	----------------------	-----

1. Thinking of your OVERALL experience with Academic Human Resources, how would you rate your satisfaction with it during the past 12 months in meeting your needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Understands my needs and requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Accessible to customers (via phone, voicemail, e-mail, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Responsive to requests within an acceptable time frame	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Provides effective advice, support, and guidance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Facilitates problem resolution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Knowledgeable staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Helpful staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Effectively uses website to provide access to information and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Moving in a positive direction to better meet my needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11. How likely is it that you would share a positive impression of Academic Human Resources with others? (10 being extremely likely and 0 being not at all likely)

10	9	8	7	6	5	4	3	2	1	0
Extremely likely			Moderately likely				Not at all likely			

Please provide your satisfaction level in the following areas based on your interactions with Academic Human Resources.

	Extremely Satisfied	Very Satisfied	Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
--	---------------------	----------------	-----------	--------------------	----------------------	-----

12. Clarity of policy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. Client service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. Communication	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. Clear procedures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. Approval time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. Approval workflow process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. Training for clientele	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10 STANDARD QUESTIONS (#1 – 10) +
1 NPS QUESTION (#11) +
ADDITIONAL CUSTOM ITEMS (#12 – 20)

1. Overall Satisfaction
2. Understand needs/requirements
3. Accessible
4. Responds within an acceptable time
5. Provides effective advice, support, guidance
6. Facilitates problem resolution
7. Knowledgeable staff
8. Helpful staff
9. Effectively uses website for information
10. Moving in a positive direction
11. Would likely to share a positive impression of [dept] with other colleagues
12. Clarity of policy
13. Client service
14. Communication
15. Clear procedures
16. Approval time
17. Approval workflow process
18. Training for clientele
19. Last experience with the unit/department
20. Frequency of interaction with the unit

CSS 2023 RESULTS HIGHLIGHTS

Overall Satisfaction Scores

Ranged from 3.10 to 3.97

8 units in the “Good” range
(3.60 to 4.29)

10 units in the “Moderate” range (3.00
to 3.59)

No units in the “Low” range (below
3.00).

In 2021 Informational Technology and
Staff Human Resources were in the
“Low” range, this year they
demonstrated improvement and
moved to the “Moderate” range

Influential Strengths

Keep up the good work

Provides Effective Advice and Guidance
(16 units)

Respond to Requests within an Acceptable Time
Frame (15 units)

Accessible to Customer (12 units)

Information Technology unit improved
customer satisfaction in all customer service
areas compared to the 2021 survey results
(statistically significant)

“Office of Contacts & Grants” has the most
Strengths than the other units

Primary Opportunities

Concentrate Efforts On

Understanding Customer Needs
improved compared to the 2021
survey results (7 units vs 13 units)

Moving in a Positive Direction still
requires improvements for 9 units

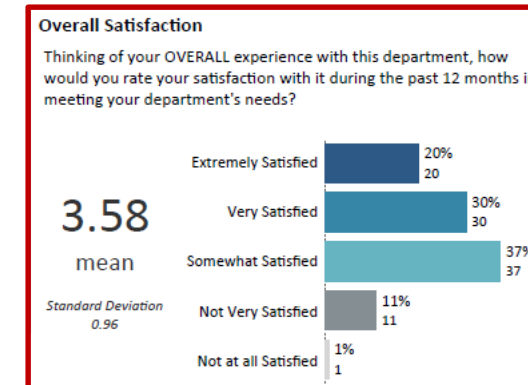
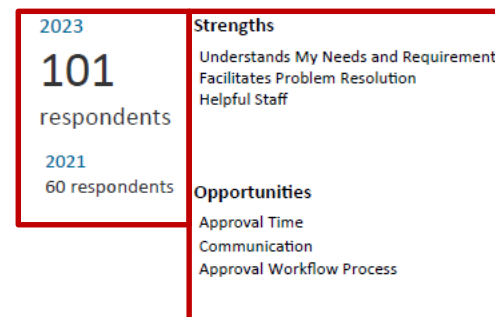
Approval Time was identified as a
Primary Opportunity for 5 units

INTERPRETING RESULTS

Report Guide

- ✓ # of respondents
→ Is it at least 25?
- ✓ Mean score of Overall Satisfaction and distribution of scores
→ Do you have a lot of scores “under water?”
- ✓ Mean Score and Standard Deviation
→ Is SD under 1.0?
- ✓ Strengths and Opportunities
- ✓ Individual scores’ movement and statistically significant changes

Example:



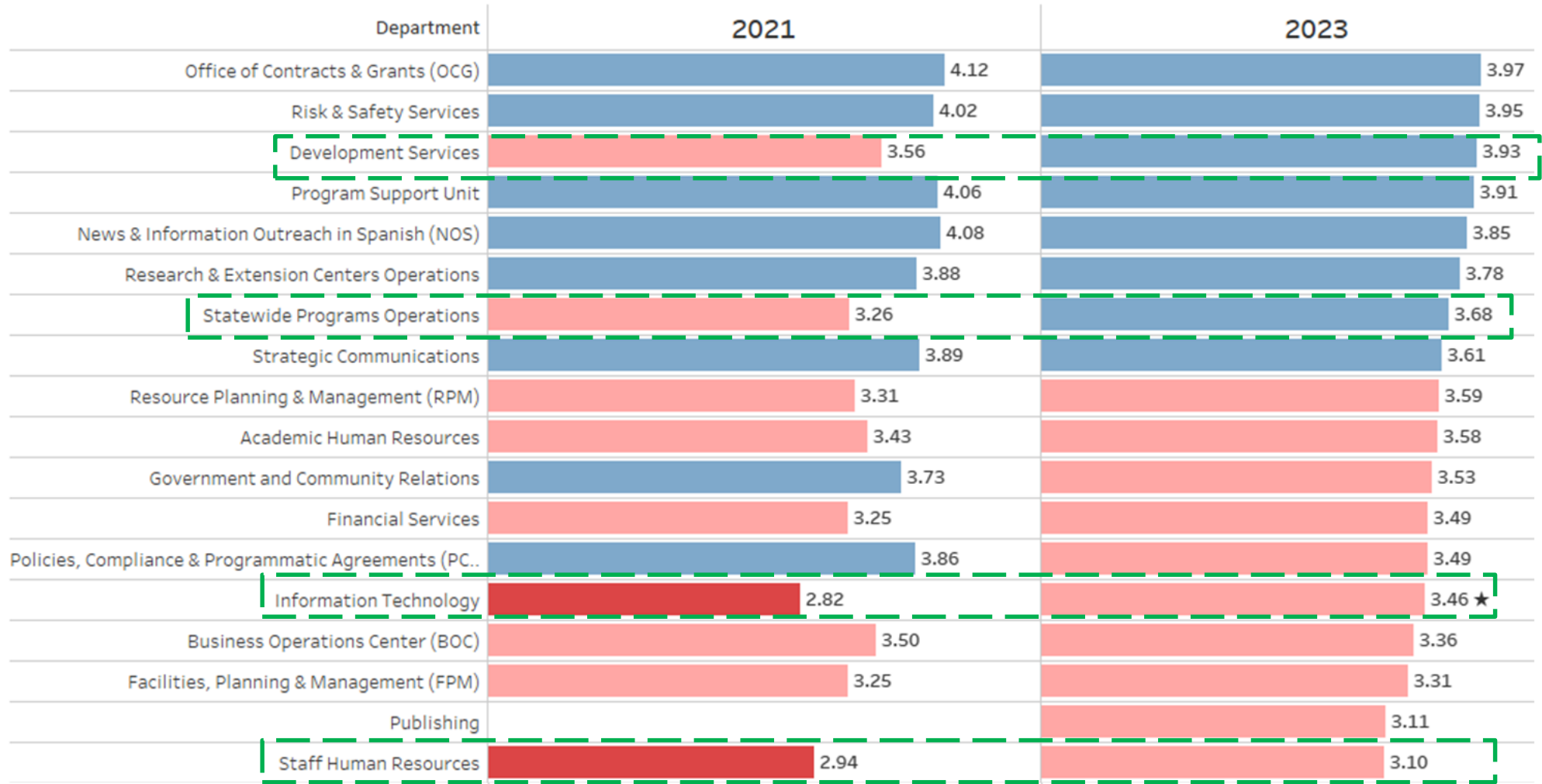
Mean Scores Below 3.00 - Low | 3.00 to 3.59 - Moderate | 3.60 to 4.29 - Good | 4.30 & above - Excellent

#	Question	Mean Score		2023 change from prior year
		2021	2023	
1	Thinking of your OVERALL experience with Academic Human Resources, how would you rate yo...	3.43	3.58	↑
2	Understands my needs and requirements	3.46	3.59	↑
3	Accessible to customers (via phone, voicemail, e-mail, etc.)	3.50	3.61	↑
4	Responsive to requests within an acceptable time frame	3.44	3.51	↑
5	Provides effective advice, support, and guidance	3.53	3.64	↑
6	Facilitates problem resolution	3.56	3.63	↑
7	Knowledgeable staff	3.62	3.82	↑
8	Helpful staff	3.68	3.89	↑
9	Effectively uses website to provide access to information and services	3.40	3.29	↓
10	Moving in a positive direction to better meet my needs	3.33	3.57	↑
12	Clarity of policy	3.24	3.16	↓
13	Client service	3.45	3.52	↑
14	Communication	3.46	3.38	↓
15	Clear procedures	3.26	3.20	↓
16	Approval time	3.23	3.20	↓
17	Approval workflow process	3.31	3.25	↓
18	Training for clientele	3.22	3.23	↑

Arrow Up/Down - Increase/Decrease of 0.09 or greater

SATISFACTION MEAN SCORES BY UNIT

Overall Satisfaction Mean Scores



Mean scores with a statistically significant change year-over-year are indicated with a ★

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

➤ This chart shows the comparison results (Overall Satisfaction score) of the surveys conducted in 2021 and 2023

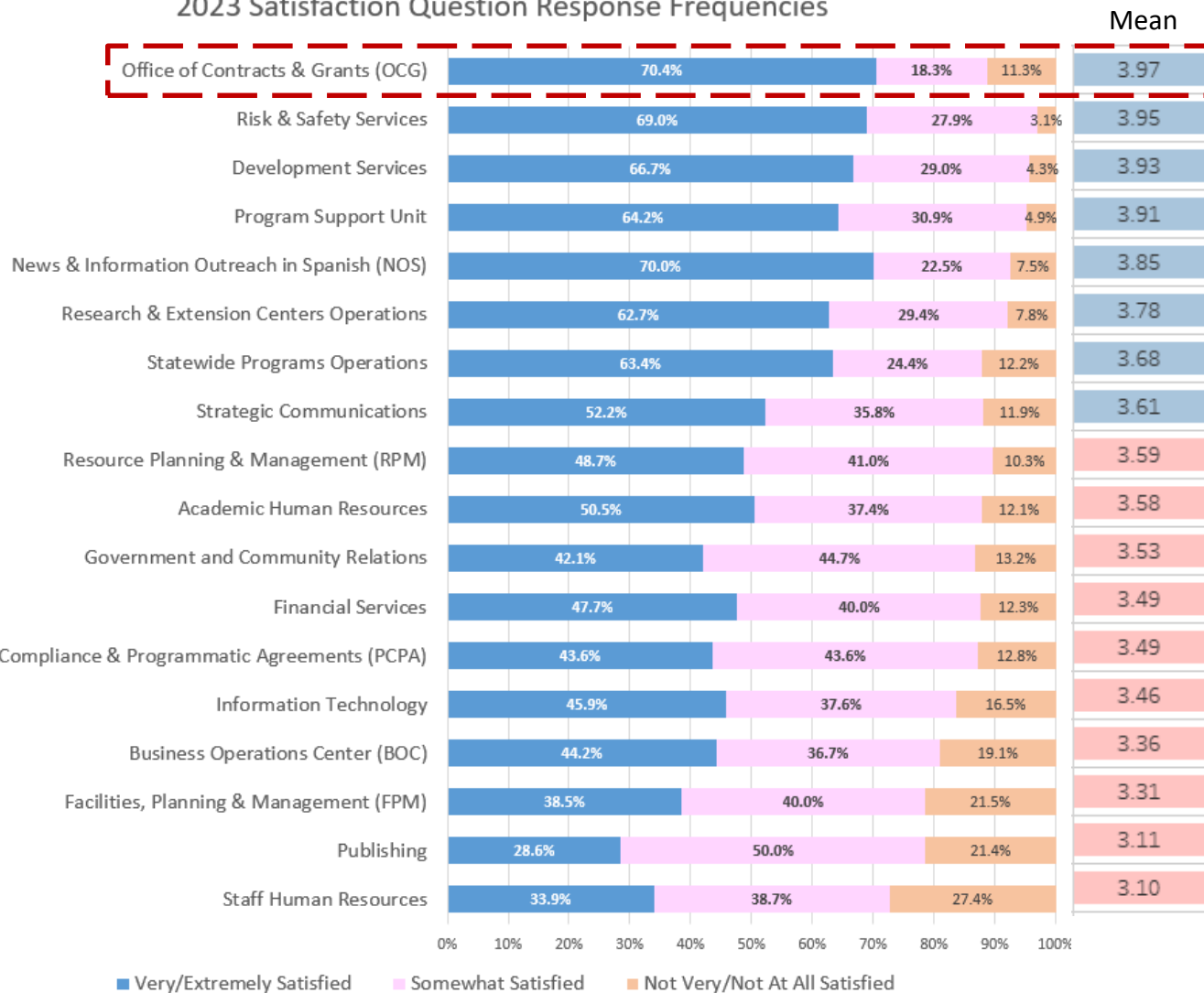
➤ Development Services and Statewide Programs Operations units improved customer satisfaction scores vs 2021 and moved to the “Good” range

➤ In 2021 Information Technology and Staff Human Resources were in the “Low” range, this year they demonstrated improvement and moved to the “Moderate” range

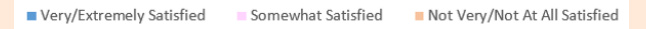
➤ For Information Technology, this improvement is statistically significant

DISTRIBUTION OF SATISFACTION SCORES (FREQUENCIES) BY UNITS

2023 Satisfaction Question Response Frequencies



Three buckets:



- Are there opportunities to move scores from Not at All to Satisfied?
- Are there opportunities to move scores from Satisfied to Very/Extremely Satisfied?
- This chart demonstrates the importance of paying attention not only to a mean score but to the percentage of satisfied and unsatisfied customers.
 - With the highest satisfaction mean score of 3.97 “Office of Contracts & Grants” has the highest percentage of very/extremely satisfied customers (70.4%), but the percentage of customers who are “Not very/Not At All Satisfied” appeared to be higher (11.3%) even than some units with the lower mean scores
- Risk and Safety Services Unit has the lowest percentage of unsatisfied customers

SATISFACTION MEAN SCORES BY UNIT FOR STANDARD SATISFACTION QUESTIONS 2023

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

		Overall Satisfaction	Understands My Needs and Req..	Accessible to Customers	Responds to Requests Within an Acceptabl..	Provides Effective Advice, Guidance	Facilitates Problem Resolution	Knowledgeable Staff	Helpful Staff	Effectively Uses Websites, Online Document..	Moving in a Positive Direction	Approval Time	Approval Workflow Process	Clarity of Policy	Clear Procedures	Client Service	Communi..	Training for Clientele
Business Operations Center	Business Operations Cent..	3.36	3.36	3.46	3.38	3.31	3.39	3.37	3.61	3.08	3.45	3.02	3.07	2.94	2.86	3.40	3.35	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	3.73	3.72	3.63	3.61	4.03	3.91	3.85
Facilities, Planning & Management (F..	Facilities, Planning & Man..	3.31	3.29	3.44	3.40	3.39	3.16	3.61	3.44	3.17	3.25	3.19	3.16	3.22	3.19	3.21	3.39	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	3.36	3.42	3.24	3.24	3.38	3.40	3.08
Government and Community Relations	Government and Commun..	3.53	3.45	3.67	3.61	3.58	3.72	3.89	3.83	3.30	3.70	3.58	3.52	3.24	3.32	3.45	3.54	3.31
Human Resources	Academic Human Resourc..	3.58	3.59	3.61	3.51	3.64	3.63	3.82	3.89	3.29	3.57	3.20	3.25	3.16	3.20	3.52	3.38	3.23
	Staff Human Resources	3.10	3.17	3.20	2.97	3.19	3.11	3.31	3.36	2.99	3.07	2.77	2.87	3.02	2.93	3.18	3.10	2.99
Information Technology	Information Technology	3.46	3.55	3.60	3.46	3.62	3.62	3.85	3.82	3.25	3.49	3.43	3.40	3.35	3.33	3.57	3.51	3.20
Office of Contracts & Grants	Office of Contracts & Gran..	3.97	4.00	4.00	3.91	4.01	4.00	4.22	4.18	3.66	3.88	3.80	3.81	3.61	3.71	4.01	3.98	3.69
Office of Controller and Business Ser..	Policies, Compliance & Pro..	3.49	3.45	3.42	3.41	3.55	3.47	3.77	3.72	3.45	3.44	3.24	3.24	3.27	3.25	3.57	3.53	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	3.79	3.81	3.72	3.70	3.95	3.79	3.61
Publishing	Publishing	3.11	3.33	3.33	3.19	3.39	3.46	3.69	3.73	2.91	3.10	2.71	2.77	2.95	3.18	3.28	3.36	2.54
Resource Planning & Management	Resource Planning & Man..	3.59	3.53	3.66	3.56	3.59	3.68	3.87	3.85	3.43	3.56	3.46	3.40	3.22	3.33	3.66	3.63	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	3.81	3.82	3.80	4.07	4.04	3.72
Statewide Programs and REC Operations	Research & Extension Cen..	3.78	3.78	4.08	3.96	3.76	3.76	4.06	4.12	3.54	3.71	3.76	3.66	3.65	3.67	3.73	3.92	3.66
	Statewide Programs Oper..	3.68	3.66	3.93	3.88	3.68	3.76	4.08	4.03	3.71	3.97	3.62	3.50	3.59	3.54	3.71	3.68	3.63
Strategic Communications	News & Information Outr..	3.85	3.95	4.11	4.09	4.16	4.19	4.26	4.19	3.87	3.82	3.82	3.75	3.69	3.70	4.00	3.95	3.73
	Strategic Communications	3.61	3.48	3.73	3.69	3.62	3.42	3.82	3.81	3.55	3.53	3.47	3.50	3.59	3.38	3.67	3.64	3.51
Grand Total		3.57	3.59	3.67	3.56	3.64	3.62	3.81	3.83	3.39	3.57	3.37	3.38	3.35	3.33	3.62	3.58	3.32

- ✓ Parameters of customer satisfaction for both Knowledgeable Staff and Helpful Staff scored high for all Units except Staff Human Resources
- ✓ Approval Workflow Process, Clarity of Policy, and Clear Procedures require improvement almost for all Units, especially for Business Operations Center (BOC), Staff Human Resources, and Publishing (in the “Low” range)
- ✓ Office of Contracts & Grants, Risk & Safety Services, and News & Information Outreach in Spanish (NOS) scored “Good” for all parameters of customer satisfaction

SATISFACTION MEAN SCORES RANKING BY UNIT FOR STANDARD SATISFACTION QUESTIONS 2021 VS 2023

Department	Question Class Long	2021	2023
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

Department	Question Class Long	2021	2023
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

Department	Question Class Long	2021	2023
Research & Extension Centers Operations	Overall Satisfaction	3.88	3.78
	Understands My Needs and Requirements	3.76	3.78
	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

Department	Question Class Long	2021	2023
Statewide Programs Operations	Overall Satisfaction	3.26	3.68
	Understands My Needs and Requirements	3.23	3.66
	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

Mean scores with a statistically significant change year-over-year are indicated with a ★

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

NET PROMOTER SCORE – INTERPRETING RESULTS

Example: Academic Human Resources

2021	2023
-2 NPS	5 NPS
28.1% - 29.8% = -2	39.2% - 34.0% = 5

NPS Breakdown for 2023

Detractor							Passive		Promoter	
0	1	2	3	4	5	6	7	8	9	10
2%	1%	2%	4%	5%	10%	9%	13%	13%	15%	24%
2	1	2	4	5	10	9	13	13	15	23



What is your **score**?

More importantly, what is the **distribution** of scores?

How many are in the “**passive**” range?
 ➤ *this is your area of opportunity*

Your NPS helps to understand the general **sentiment** about the Unit (and understanding behaviors such as work-arounds or “shadow systems”)

- Below 0 – LOW
- 0 to 19 – MODERATE
- 20 – 49 GOOD
- 50 & above - EXCELLENT

NET PROMOTER SCORE BY UNIT



Net Promoter Scores

		2021		2023	
Business Operations Center	Business Operations Center (BOC)	-8	196	-16	207
Development Services	Development Services	30	61	32	66
Facilities, Planning & Management (FPM)	Facilities, Planning & Management (FPM)	-18	50	-8	62
Financial Services	Financial Services	-19	48	-11	62
Government and Community Relations	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 Services (PCPA)	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

- ✓ Compared to 2021 survey customers of **Statewide Program Operations** are more active in sharing their positive impression of the Unit (-14 vs +30)
- ✓ Risk & Safety Services and the Office of Contracts & Grants are maintaining scores in the “God” range
- ✓ Respondents who interacted with **Information Technology** shared more positive impressions (the score significantly increased from -38 to -2). The overall satisfaction score demonstrates the same improvement (2.82 in 2021 to 3.46 in 2023).

Below 0 – LOW
 0 to 19 – MODERATE
 20 – 49 GOOD
 50 & above - EXCELLENT

INTERPRETING RESULTS

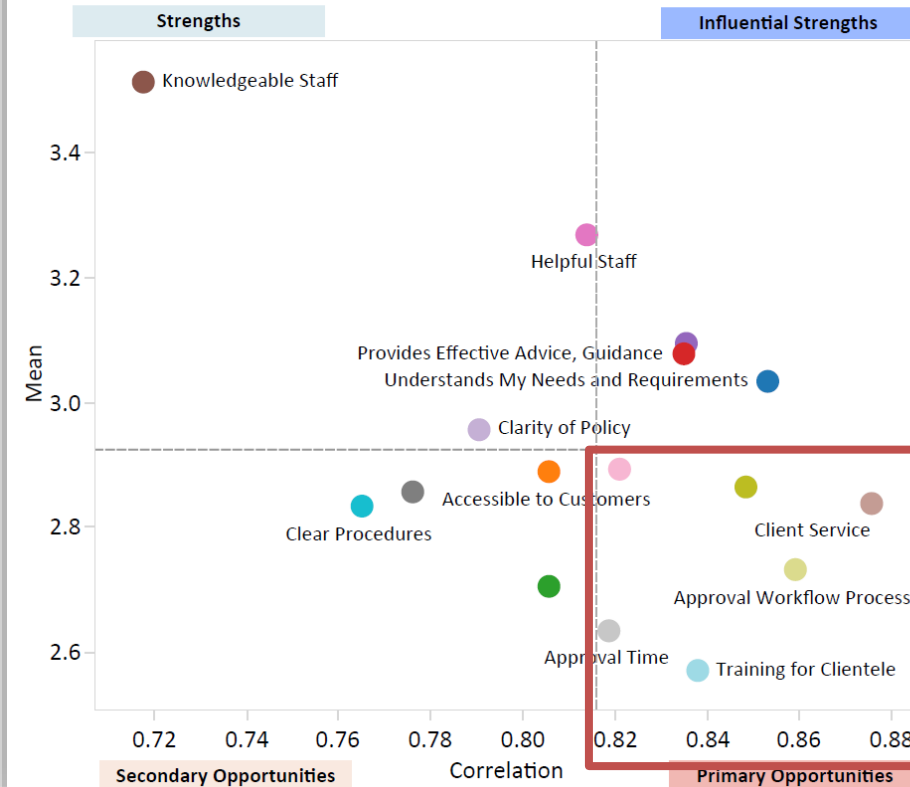
Impact Analysis

Looks at satisfaction with an item and how *important* that item is to overall satisfaction with the unit.

- 1) Range of mean scores for the items
 - The design of this chart enables the identification of improvement somewhere
 - Are they already all high scores (i.e. 4.0 or higher)?
- 2) Correlation of items = importance:
 - .30 is a low relationship with Overall Satisfaction
 - .50 is a medium strength relationship
 - .70 and higher is a strong relationship
- 3) Focus on the Primary Opportunity quadrant

Correlation with "Overall Satisfaction"

Strengths and Opportunities by Survey Question With Axes at the Average Question Mean and Average Question by "Overall Satisfaction" Correlation
 Correlation Coefficient Average = 0.82, Mean Average = 2.92



- Understands My Needs and Requirements
- Accessible to Customers
- Responds to Requests Within an Acceptable Time Frame
- Provides Effective Advice, Guidance
- Facilitates Problem Resolution
- Knowledgeable Staff
- Helpful Staff
- Effectively Uses Websites, Online Documentation
- Moving in a Positive Direction
- Clarity of Policy
- Client Service
- Communication
- Clear Procedures
- Approval Time
- Approval Workflow Process
- Training for Clientele

Strengths

Higher than average mean score, lower than average correlation. "Keep up the good work"

Influential Strengths

Higher than average mean score, higher than average correlation. "Keep an eye on"

Secondary Opps

Lower than average mean score, lower than average correlation. "Low Priority"

Primary Opps

Lower than average mean score, higher than average correlation. "Concentrate Efforts"

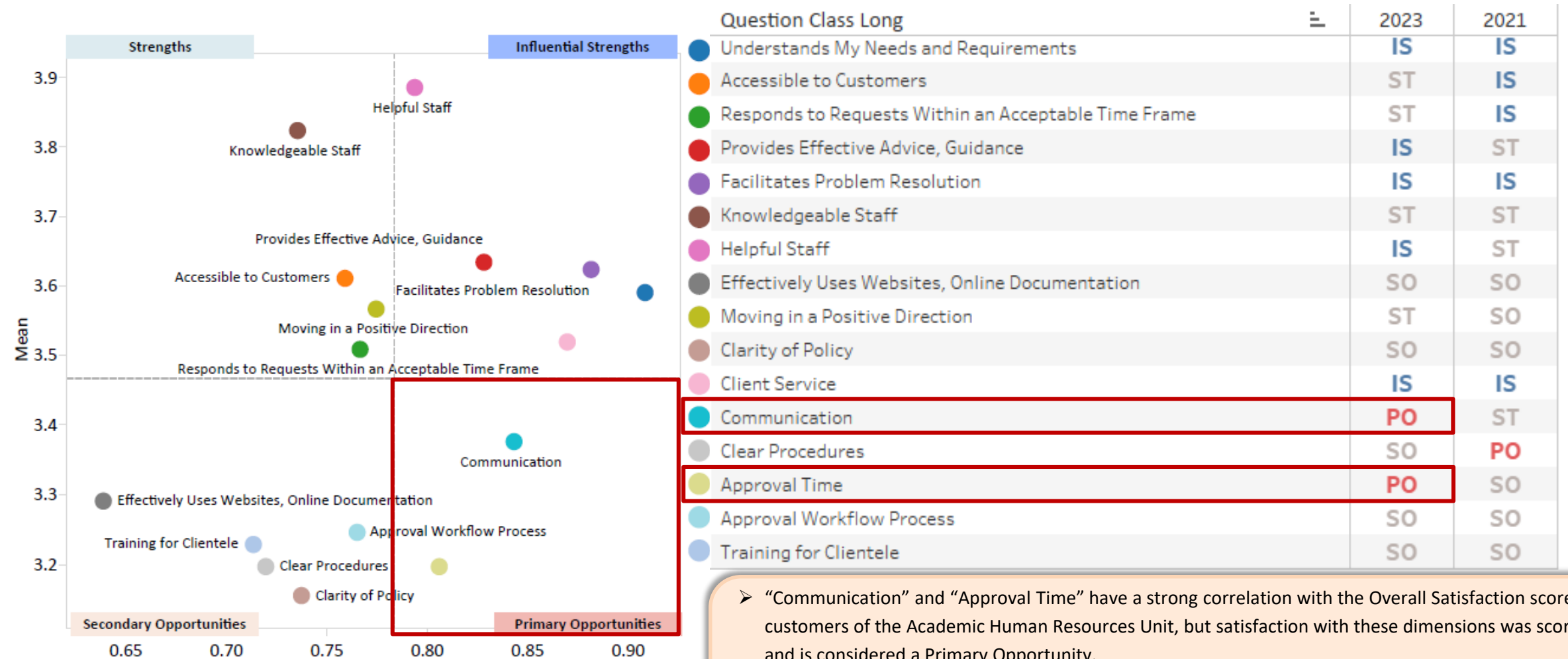
INFLUENTIAL STRENGTHS & OPPORTUNITIES FOR STANDARD SATISFACTION QUESTIONS

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

		Understands My Needs ..	Accessible to Customers	Responds to Requests ..	Provides Effective Advice, ..	Facilitates Problem Res..	Knowledgeable Staff	Helpful Staff	Effectively Uses Website..	Moving in a Positiv..	Approval Time	Approval Workflow Proce..	Clarity of Policy	Clear Procedures	Client Service	Commu..	Training for Clientele
Business Operations Center	Business Operations Center (BOC)	IS	ST	ST	IS	IS	IS	IS	SO	IS	SO	SO	SO	SO	IS	IS	SO
Development Services	Development Services	IS	IS	IS	IS	IS	IS	IS	PO	IS	SO	SO	SO	SO	ST	ST	PO
Facilities, Planning & Management..	Facilities, Planning & Management (F..	PO	ST	IS	IS	PO	ST	IS	SO	PO	SO	SO	SO	SO	SO	ST	PO
Financial Services	Financial Services	IS	IS	SO	IS	IS	IS	ST	PO	PO	SO	ST	SO	PO	PO	ST	SO
Government and Community Relat..	Government and Community Relations	PO	IS	IS	IS	IS	ST	IS	SO	ST	ST	PO	SO	SO	PO	PO	SO
Human Resources	Academic Human Resources	IS	ST	ST	IS	IS	ST	IS	SO	ST	PO	SO	SO	SO	IS	PO	SO
	Staff Human Resources	IS	IS	PO	IS	IS	ST	IS	SO	PO	SO	SO	SO	SO	IS	IS	SO
Information Technology	Information Technology	IS	IS	PO	IS	IS	ST	ST	SO	PO	SO	SO	SO	SO	IS	IS	PO
Office of Contracts & Grants	Office of Contracts & Grants (OCG)	IS	IS	IS	IS	IS	IS	IS	SO	PO	SO	SO	SO	SO	IS	IS	SO
Office of Controller and Business S..	Policies, Compliance & Programmatic ..	IS	PO	PO	IS	IS	IS	ST	ST	IS	SO	SO	PO	PO	IS	IS	SO
Program Support Unit	Program Support Unit	IS	IS	SO	IS	IS	IS	IS	SO	PO	SO	SO	SO	SO	IS	PO	SO
Publishing	Publishing	IS	IS	IS	IS	IS	ST	IS	PO	PO	PO	PO	SO	SO	IS	IS	SO
Resource Planning & Management	Resource Planning & Management (R..	PO	ST	ST	IS	IS	ST	ST	PO	IS	PO	SO	PO	PO	IS	IS	SO
Risk & Safety Services	Risk & Safety Services	IS	IS	PO	IS	IS	IS	IS	SO	IS	SO	SO	SO	SO	IS	IS	SO
Statewide Programs and REC Operations	Research & Extension Centers Operat..	PO	ST	ST	PO	PO	ST	ST	PO	PO	PO	PO	SO	SO	PO	ST	PO
	Statewide Programs Operations	PO	IS	IS	PO	IS	ST	ST	SO	IS	PO	SO	SO	SO	PO	SO	SO
Strategic Communications	News & Information Outreach in Spa..	PO	IS	ST	IS	IS	ST	IS	SO	PO	SO	SO	SO	SO	IS	PO	SO
	Strategic Communications	PO	IS	IS	IS	PO	ST	IS	SO	SO	SO	SO	IS	PO	IS	IS	SO

- “Provides Effective Advice and Guidance” appeared as an influential strength for 16 units; “Facilitates Problem Resolution” for 15 units, and “Helpful Staff” were influential strengths for 12 units
- “Moving in a Positive Direction” still requires improvements for 9 units
- “Understanding my Needs” is still a challenge for seven units, but for 11 units this area of customer service is an Influential Strength.

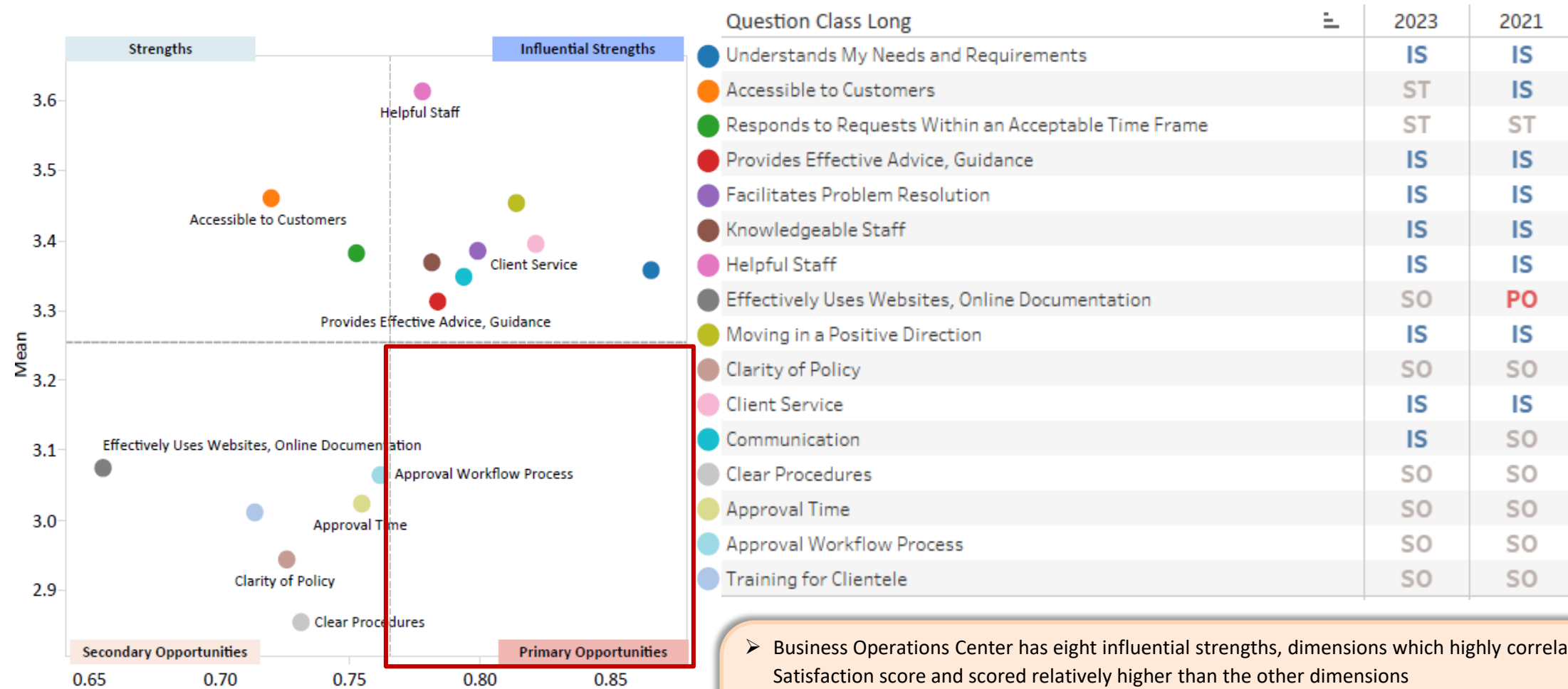
SETTING GOALS WITH PO / *Academic Human Resources*



➤ “Communication” and “Approval Time” have a strong correlation with the Overall Satisfaction score for customers of the Academic Human Resources Unit, but satisfaction with these dimensions was scored low and is considered a Primary Opportunity.

➤ “Accessible to Customers” and “Responds to Requests Within an Acceptable Time Frame” are less correlated with overall satisfaction compared to the results of the 2021 survey, but still have a strong satisfaction score

SETTING GOALS WITH PO / *Business Operations Center*



➤ Business Operations Center has eight influential strengths, dimensions which highly correlated with the Overall Satisfaction score and scored relatively higher than the other dimensions

➤ Business Operations Center should focus its effort on the improvement of Secondary Opportunities (“Clarity of Policy”, “Clear Procedures”, “Approval Time”, and “Approval Workflow Process”). Though they are not in the category of Primary Opportunities, they are still highly correlated with the Overall Satisfaction score and the customers scored satisfaction with these dimensions relatively low.

SETTING GOALS WITH PO / *Information Technology*



Question Class Long	2023	2021
Understands My Needs and Requirements	IS	IS
Accessible to Customers	IS	SO
Responds to Requests Within an Acceptable Time Frame	PO	SO
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	SO	ST
Client Service	IS	PO
Communication	IS	PO
Clear Procedures	SO	SO
Approval Time	SO	PO
Approval Workflow Process	SO	PO
Training for Clientele	PO	PO

➤ Information Technology significantly improved customer satisfaction level with “Client Service” and “Communication” and turned them into influential strengths.

➤ “Responds to Requests within an Acceptable Time Frame”, “Training for Clientele”, and “Moving in a Positive Direction” have a strong correlation with the overall satisfaction score for customers of the Information Technology Unit, but satisfaction with these dimensions scored relatively low and are considered Primary Opportunities. Addressing these parameters as a goal for improvement will keep a positive trend with overall satisfaction, which has statistically significant improvement compared to the 2021 survey results (2.82 vs 3.46)

MEAN SCORES BY CLASSIFICATION - INTERPRETING RESULTS

2023 UC ANR Administrative and Support Services Customer Satisfaction Survey
Academic Human Resources

Satisfaction Mean Scores by Classification Below 3.00 - Low | 3.00 to 3.59 - Moderate | 3.60 to 4.29 - Good | 4.30 & above - Excellent

	Overall Satisfaction	Understands My Needs and Requirements	Accessible to Customers	Responds to Requests Within an Acceptable T.L.	Provides Effective Advice, Guidance	Facilitates Problem Resolution	Knowledgeable Staff	Helpful Staff	Effectively Uses Websites, Online Documentation	Moving in a Positive Direction	Clarity of Policy	Client Service	Communication	Clear Procedures	Approval Time	Approval Workflow Process	Training for Clientele
Academic/Faculty	3.32 (56)	3.35 (54)	3.38 (55)	3.33 (54)	3.42 (53)	3.40 (45)	3.59 (54)	3.68 (53)	3.15 (47)	3.31 (49)	2.98 (57)	3.23 (53)	3.11 (55)	3.04 (54)	3.06 (53)	3.08 (51)	3.07 (41)
Staff	3.91 (43)	3.89 (44)	3.91 (43)	3.73 (44)	3.91 (43)	3.86 (43)	4.12 (43)	4.14 (44)	3.45 (42)	3.90 (39)	3.41 (39)	3.88 (43)	3.72 (43)	3.40 (42)	3.39 (38)	3.47 (38)	3.42 (33)

2023 UC ANR Administrative and Support Services Customer Satisfaction Survey
Business Operations Center (BOC)

Satisfaction Mean Scores by Classification Below 3.00 - Low | 3.00 to 3.59 - Moderate | 3.60 to 4.29 - Good | 4.30 & above - Excellent

	Overall Satisfaction	Understands My Needs and Requirements	Accessible to Customers	Responds to Requests Within an Acceptable T.L.	Provides Effective Advice, Guidance	Facilitates Problem Resolution	Knowledgeable Staff	Helpful Staff	Effectively Uses Websites, Online Documentation	Moving in a Positive Direction	Clarity of Policy	Client Service	Communication	Clear Procedures	Approval Time	Approval Workflow Process	Training for Clientele
Academic/Faculty	2.81 (47)	2.80 (46)	2.93 (44)	2.73 (45)	2.82 (45)	2.96 (45)	2.93 (46)	3.13 (46)	2.46 (41)	2.95 (41)	2.36 (44)	2.69 (45)	2.67 (46)	2.17 (46)	2.24 (45)	2.36 (45)	2.62 (34)
Staff	3.51 (168)	3.51 (166)	3.60 (164)	3.56 (164)	3.45 (159)	3.51 (157)	3.49 (165)	3.75 (164)	3.27 (131)	3.60 (146)	3.11 (155)	3.59 (162)	3.54 (166)	3.05 (161)	3.25 (158)	3.27 (154)	3.11 (131)

2023 UC ANR Administrative and Support Services Customer Satisfaction Survey
Development Services

Satisfaction Mean Scores by Classification Below 3.00 - Low | 3.00 to 3.59 - Moderate | 3.60 to 4.29 - Good | 4.30 & above - Excellent

	Overall Satisfaction	Understands My Needs and Requirements	Accessible to Customers	Responds to Requests Within an Acceptable T.L.	Provides Effective Advice, Guidance	Facilitates Problem Resolution	Knowledgeable Staff	Helpful Staff	Effectively Uses Websites, Online Documentation	Moving in a Positive Direction	Clarity of Policy	Client Service	Communication	Clear Procedures	Approval Time	Approval Workflow Process	Training for Clientele
Academic/Faculty	3.40 (20)	3.42 (19)	3.60 (20)	3.74 (19)	3.60 (20)	3.41 (17)	3.68 (19)	3.70 (20)	3.38 (13)	3.59 (17)	3.17 (18)	3.53 (19)	3.50 (20)	3.47 (19)	3.27 (11)	3.30 (10)	3.25 (12)
Staff	4.14 (49)	4.13 (47)	4.11 (47)	4.19 (47)	4.21 (48)	4.20 (41)	4.23 (48)	4.32 (47)	3.83 (42)	4.09 (45)	3.83 (42)	4.23 (47)	4.09 (47)	3.67 (43)	3.86 (37)	3.84 (37)	4.06 (36)

2023 UC ANR Administrative and Support Services Customer Satisfaction Survey
Facilities, Planning & Management (FPM)

Satisfaction Mean Scores by Classification Below 3.00 - Low | 3.00 to 3.59 - Moderate | 3.60 to 4.29 - Good | 4.30 & above - Excellent

	Overall Satisfaction	Understands My Needs and Requirements	Accessible to Customers	Responds to Requests Within an Acceptable T.L.	Provides Effective Advice, Guidance	Facilitates Problem Resolution	Knowledgeable Staff	Helpful Staff	Effectively Uses Websites, Online Documentation	Moving in a Positive Direction	Clarity of Policy	Client Service	Communication	Clear Procedures	Approval Time	Approval Workflow Process	Training for Clientele
Academic/Faculty	2.50 (8)	2.25 (8)	2.25 (8)	2.38 (8)	2.38 (8)	2.25 (8)	2.88 (8)	2.50 (8)	2.14 (7)	2.38 (8)	2.13 (8)	2.25 (8)	2.50 (8)	2.13 (8)	2.71 (7)	2.29 (7)	2.17 (6)
Staff	3.42 (57)	3.44 (57)	3.62 (55)	3.55 (55)	3.54 (56)	3.29 (56)	3.72 (54)	3.57 (56)	3.33 (46)	3.39 (51)	3.38 (55)	3.36 (53)	3.52 (56)	3.35 (54)	3.26 (47)	3.29 (49)	3.36 (45)

The results of the Customer Satisfaction Survey demonstrate a statistically significant difference (at 95% confidence level) in satisfaction with different areas between Academic/Faculty and Staff for the following units:

- Academic Human Resources: Staff scored higher on satisfaction with “Accessible to Customers” (3.91) than Academic/Faculty respondents (3.38);
- Business Operations Center (BOC): Staff scored higher on satisfaction with “Accessible to Customers” (3.6) and “Helpful Staff” (3.75) than Academic/Faculty respondents (2.93 and 3.13 respectively);
- Development Services: Staff respondents are more satisfied with “Approval Time” (3.86) than Academic/Faculty (3.27).

SETTING GOALS

Examples

1

Overall Satisfaction Ratings
Move the number of “3’s” to “4” or “5”

2

Net Promoter Score
Move the NPS score by moving the
“passives” (i.e. scoring 7 or 8) into 9 and 10

3

Question Items
Move a specific item of focus into a higher score
or influential strength. Not all scores need to
move – just focus on one area

4

Primary Opportunities
Move an item from the PO quadrant into the
IS quadrant for continuous improvement

COLLECT ACTION PLANS & SET GOALS

2021 UC San Diego Academic & Staff Customer Satisfaction Survey

CFO - Human Resources

Service Area

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 communication with campus customer partners

Previous Year Mean Score

Current Year Mean Score

- Action planning templates available
- Focus groups
- IdeaWave
- Listening sessions
- Share with leadership team

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

SHARE ACTIONS TAKEN

- Post on faculty, staff, and service area website
- Team/department meetings
- Email staff members

Faculty and Staff Customer Satisfaction Survey 2019

ACTIONS TAKEN

because of YOUR feedback!



ENHANCED SERVICES AND OFFERINGS

Faculty and staff members can now choose between two distinct services to better suit their event needs: Dining Delivers or UC San Diego Catering. Dining Delivers offers convenient and casual meals that are perfect for smaller gatherings, including staff meetings, work celebrations and student programming. UC San Diego Catering provides a personalized service experience at each event. Fresh, seasonal and customizable menus include options for guests with dietary restrictions and religious preferences.



Customer Satisfaction Survey: Actions Taken

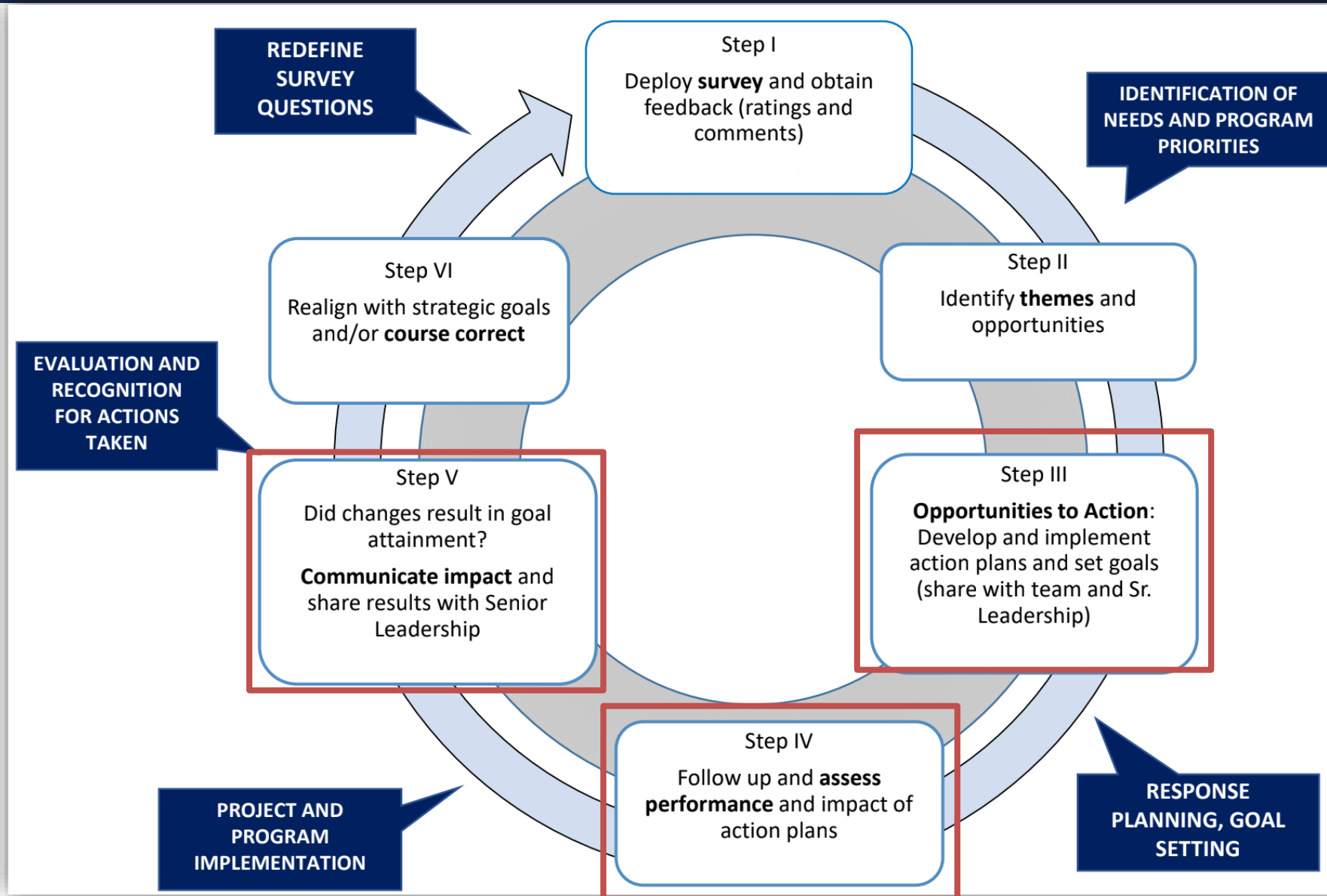
Survey Area
(All)

Actions Taken for All

Survey Area	2019 Score	2020 Score	Change	Improvement Area(s)	Action(s) Taken	Outcome(s)/Highlight(s)
Central Cashier	3.94	4.10	▲ 0.16	Effectively Uses Websites, Online Documentation	Update deposit requirements on BLINK. Develop KBAs on deposit requirements. Develop resource list for departments regarding deposits & COA. Push to update or create new online deposit form.	No delays in processing deposits if customer aware of the requirements by reviewing res provided on website or KBA. Make form user friendly to reduce confusion and questions f departments on how to complete the form.

3.96	4.24	▲ 0.28	Convenient Operating hours	Implemented cloud telephony solutions and ensure consistent phone coverage. Update BLINK and other communication channels on current accessibility. Develop staffing plan for Fall. Host virtual office hours once a month or quarterly basis.	Ensures that a staff member is always available to assist departments by offering different communication methods.
------	------	--------	----------------------------	--	--

ACCOUNTABILITY



RECOMMENDATIONS

Building Trust and Accountability

Remember:

Remind leaders that results are to celebrate what is going well and to learn what we can do to improve. Warn against temptations to go on “witch hunts” or the blame game!

- Encourage directors to discuss the results with their teams and have a facilitated session on what the results mean to them and what actions they can take to build on the positive and to make improvements
- Implement an annual review (i.e. "strategic planning retreat") of the CSS for accountability and action planning together with your leadership team
- Develop an action plan based on the opportunities and share this plan with all staff
- Communicate the results and action plans of the survey as widely as possible – via website, email staff members recognized for excellent customer service
- Regularly communicate the linkage between the actions taken throughout the year and the survey ("we heard you")

Original slides moved to “Appendix”:

10-12 + 14 (mean score rankings by unit) – kept 13 as an example

21-24, 26-32, 34-36 (goal setting by unit) – kept 19,20,25,33 as examples

38-39 (supplemental question graphs) – kept 37 as an example

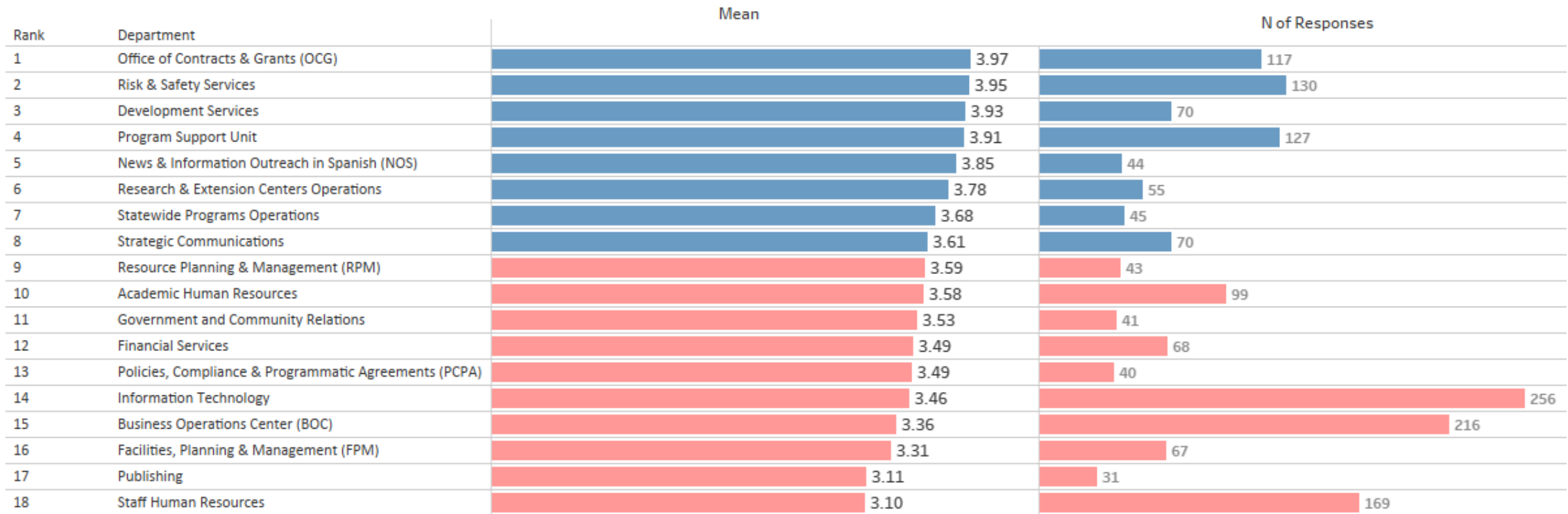
41-43 (mean scores by classification) – kept 40 as an example

49 (sharing actions) – kept 47-48 as examples

APPENDIX SLIDES TO HOLD FOR 9/11 PRESENTATION

SATISFACTION MEAN SCORES BY UNIT

Overall Satisfaction Score – “Thinking of your OVERALL experience with [dep/unit], how would you rate your satisfaction with it during the past 12 months in meeting your needs?”



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

- 8 units in the “Good” range (3.60 to 4.29); 10 units in the “Moderate” range (3.00 to 3.59)
- No units in the “Low” range (below 3.00)

SATISFACTION MEAN SCORES RANKING BY UNIT FOR STANDARD SATISFACTION QUESTIONS

2021 VS 2023

Department	Question Class Long	2021	2023
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

Department	Question Class Long	2021	2023
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

Department	Question Class Long	2021	2023
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
	Approval Time	2.98	3.19
	Approval Workflow Process	3.03	3.16
	Training for Clientele	3.17	3.22

Department	Question Class Long	2021	2023
Financial Services	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
	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

Mean scores with a statistically significant change year-over-year are indicated with a ★

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

SATISFACTION MEAN SCORES RANKING BY UNIT FOR STANDARD SATISFACTION QUESTIONS 2021 VS 2023

Department	Question Class Long	2021	2023
Government and Community Relations	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
	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

Department	Question Class Long	2021	2023
Academic Human Resources	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
	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
	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
	Training for Clientele	3.22	3.23

Department	Question Class Long	2021	2023
Staff Human Resources	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
	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
	Approval Time	2.43	2.77
	Approval Workflow Process	2.52	2.87 ★
	Training for Clientele	2.69	2.99

Department	Question Class Long	2021	2023
Information Technology	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 ★
	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 ★

Mean scores with a statistically significant change year-over-year are indicated with a ★

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

SATISFACTION MEAN SCORES RANKING BY UNIT FOR STANDARD SATISFACTION QUESTIONS 2021 VS 2023

Department	Question Class Long	2021	2023
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
	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

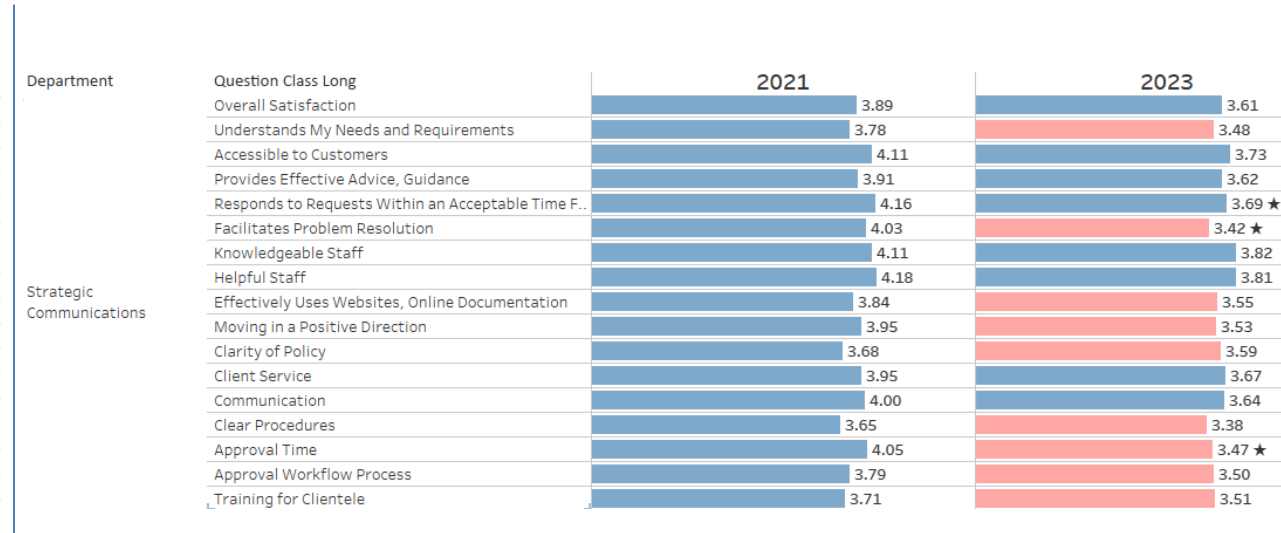
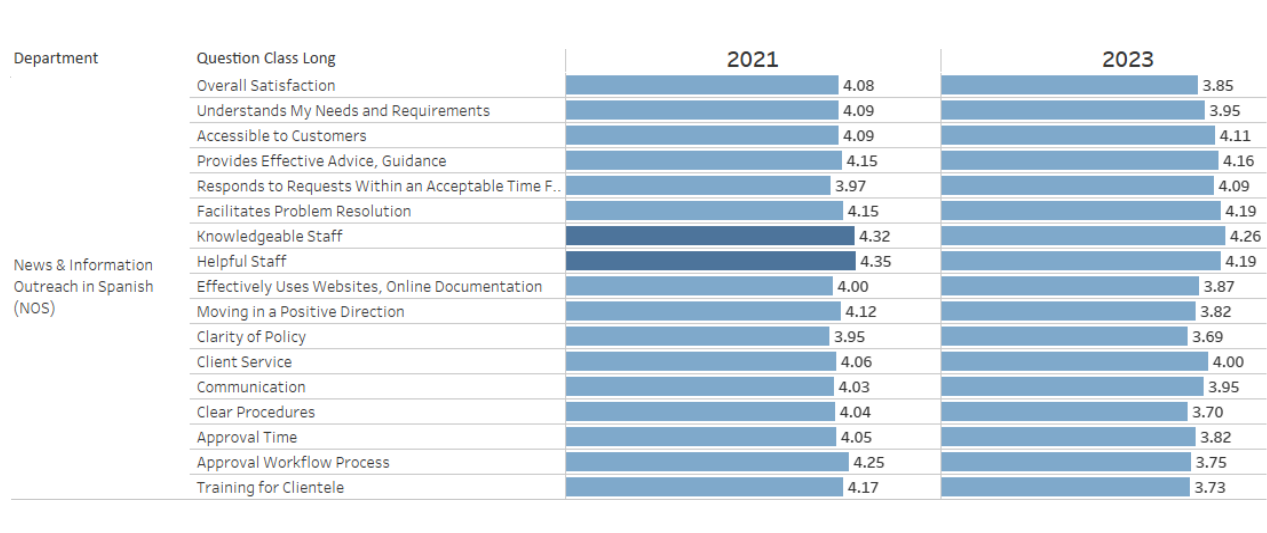
Department	Question Class Long	2021	2023
Policies, Compliance & Programmatic Agreements (PCPA)	Overall Satisfaction	3.86	3.49
	Understands My Needs and Requirements	3.80	3.45
	Accessible to Customers	3.95	3.42
	Provides Effective Advice, Guidance	3.95	3.55
	Responds to Requests Within an Acceptable Time F..	3.62	3.41
	Facilitates Problem Resolution	4.11	3.47
	Knowledgeable Staff	4.25	3.77
	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

Department	Question Class Long	2021	2023
Program Support Unit	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
	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

Department	Question Class Long	2021	2023
Publishing	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
	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

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

SATISFACTION MEAN SCORES RANKING BY UNIT FOR STANDARD SATISFACTION QUESTIONS 2021 VS 2023



Mean scores with a statistically significant change year-over-year are indicated with a ★

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

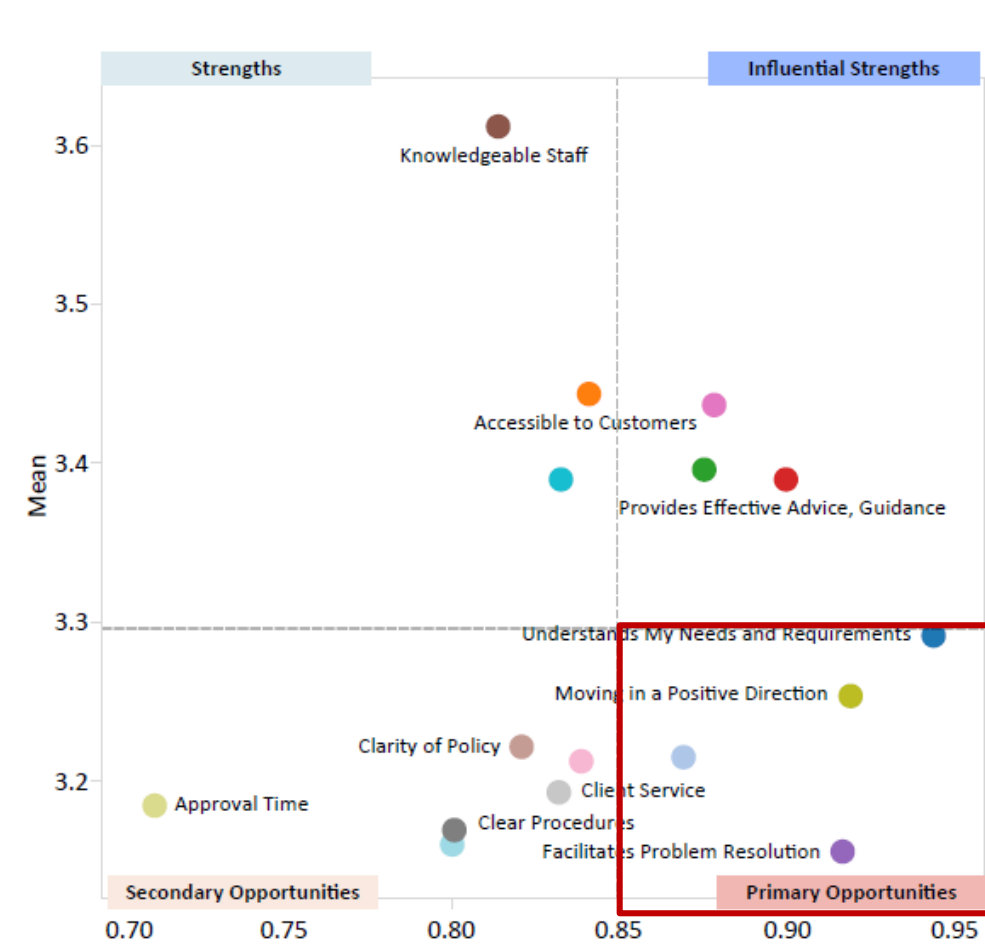
SETTING GOALS WITH PO / *Development Services*



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

- Improvements in “Understands My Needs and Requirements”, “Facilitates Problem Resolution”, and “Moving in a Positive Direction” (compared to the 2021 survey) turned these service areas into influential strengths and positively affected overall satisfaction score, which went from 3.56 in 2021 to 3.93 in 2023
- “Effectively Uses Websites, Online Documentation” and “Training for Clientele” have a strong correlation with the overall satisfaction score for customers of the Development Services Unit, but satisfaction with these dimensions was scored low and is now considered a primary opportunity, therefore Development Services Unit should focus on improvement of these areas of customer services

SETTING GOALS WITH PO / *Facilities, Planning & Management*

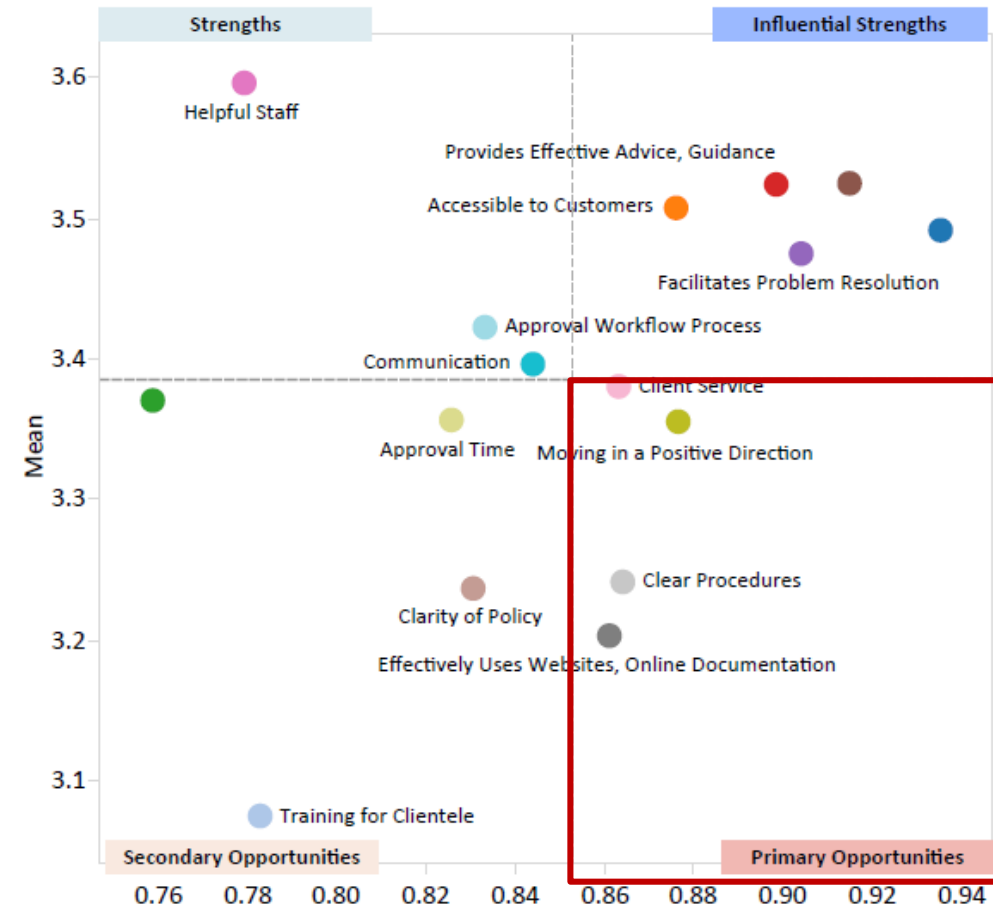


Question Class Long	2023	2021
Understands My Needs and Requirements	PO	PO
Accessible to Customers	ST	IS
Responds to Requests Within an Acceptable Time Frame	IS	ST
Provides Effective Advice, Guidance	IS	IS
Facilitates Problem Resolution	PO	IS
Knowledgeable Staff	ST	ST
Helpful Staff	IS	ST
Effectively Uses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

➤ The overall satisfaction score has not changed much and is still in the “Moderate” range (3.25 in 2021; 3.31 in 2023). To have this score move into the “Good” range FPM has to keep “Responds to Requests Within an Acceptable Time Frame”, “Helpful Staff” and “Provides Effective Advice, Guidance” on the same high satisfaction level and apply some positive changes to those areas, which positioned as primary opportunities

➤ “Understands My Needs and Requirements”, “Training for Clientele”, and “Moving in a Positive Direction” are still the primary opportunities for Facilities, Planning & Management (FPM). The strong correlation between the overall satisfaction score and satisfaction with these service areas requires the Unit’s attention and prioritizing its goal for improvement;

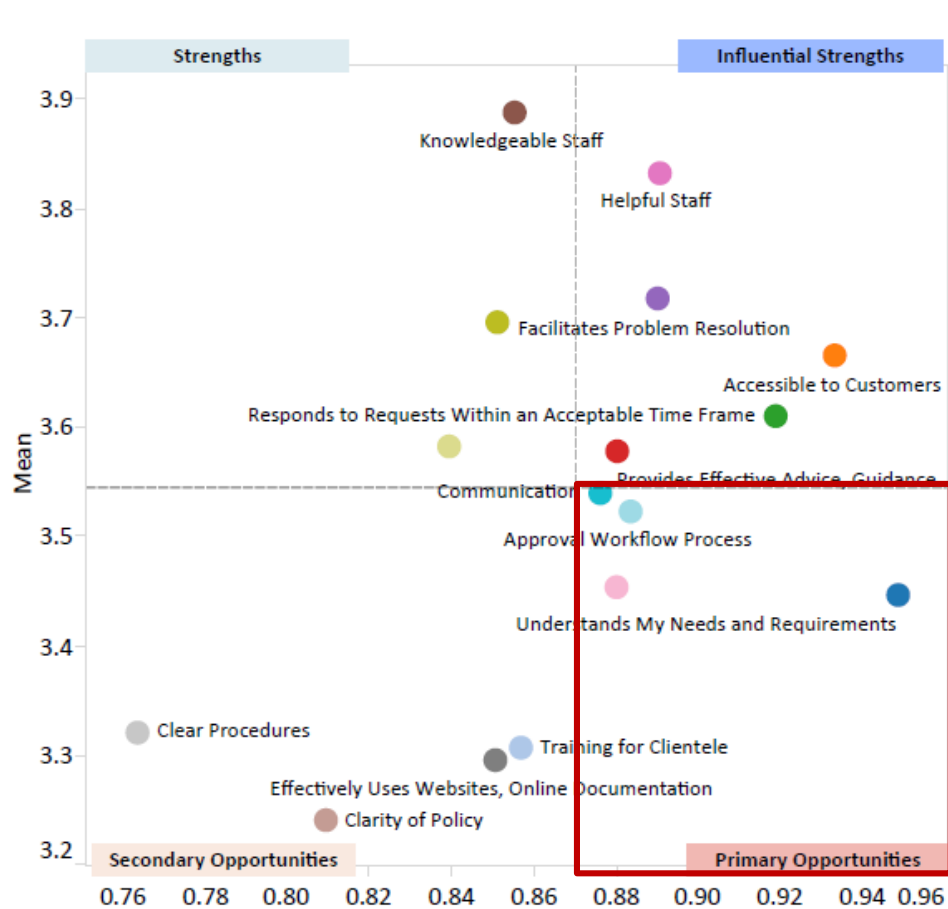
SETTING GOALS WITH PO / *Financial Services*



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

- Financial Services improved “Understands My Needs and Requirements” compared to 2021 and as a result more customers are satisfied with this dimension
- However, four service areas require improvement (“Effectively Uses Websites, Online Documentation”, “Moving in a Positive Direction”, “Client Service”, and “Clear Procedures”), because they are important for Financial Service Unit customers and have lower satisfaction scores

SETTING GOALS WITH PO / *Government and Community Relations*



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

➤ Government and Community Relations unit has more influential strengths compared to the 2021 survey, because satisfaction with service areas such as “Accessible to Customers”, “Provides Effective Advice, Guidance”, and “Facilitates Problem Resolution” got stronger correlation with overall satisfaction score and the Unit was able to keep providing great services for these parameters as in 2021

➤ The overall satisfaction score for Government and Community Relations shows a declining trend compared to the result of the 2021 survey (3.73 vs 3.53), which could be affected by having customer satisfaction with “Understands My Needs and Requirements”, “Client Service”, “Approval Workflow Process” on the same low level

SETTING GOALS WITH PO / *News & Information Outreach in Spanish*

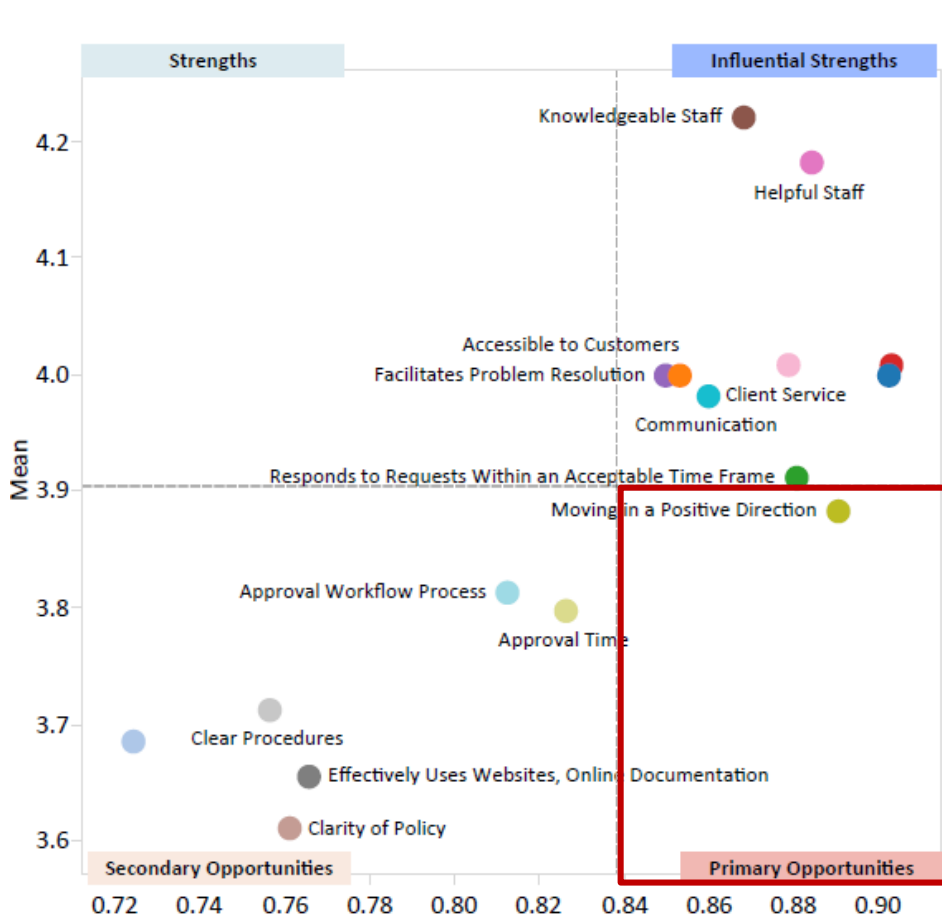


Question Class Long	2023	2021
Understands My Needs and Requirements	PO	PO
Accessible to Customers	IS	PO
Responds to Requests Within an Acceptable Time Frame	ST	PO
Provides Effective Advice, Guidance	IS	IS
Facilitates Problem Resolution	IS	IS
Knowledgeable Staff	ST	ST
Helpful Staff	IS	ST
Effectively Uses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

➤ News & Information Outreach in Spanish improved customer satisfaction with “Client Service” compared to 2021 and it became an influential strength

➤ However, three service areas require improvement (“Understands My Needs and Requirements”, “Moving in a Positive Direction”, “Communication”), because they are important for News & Information Outreach in Spanish Unit customers and have lower satisfaction scores

SETTING GOALS WITH PO / Office of Contracts & Grants (OCG)



Question Class Long	2023	2021
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	IS	ST
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	SO	PO
Approval Workflow Process	SO	PO
Training for Clientele	SO	SO

➤ Office of Contracts & Grants (OCG) keeps a high satisfaction score of nine parameters (influential strengths), which positively affected the overall satisfaction score (3.97 “Good” range)

➤ “Moving in a Positive Direction” requires improvement, because satisfaction with this dimension was scored low and is considered a primary opportunity

SETTING GOALS WITH PO / Policies, Compliance & Programmatic Agreements



Question Class Long	2023	2021
Understands My Needs and Requirements	IS	PO
Accessible to Customers	PO	IS
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	ST	IS
Effectively Uses Websites, Online Documentation	ST	SO
Moving in a Positive Direction	IS	IS
Clarity of Policy	PO	ST
Client Service	IS	ST
Communication	IS	IS
Clear Procedures	PO	IS
Approval Time	SO	SO
Approval Workflow Process	SO	PO
Training for Clientele	SO	SO

- Policies, Compliance & Programmatic Agreements improved “Understands My Needs and Requirements” compared to 2021, and as a result more customers are satisfied with this dimension.
- Satisfaction with “Accessible to Customers” and “Clear Procedures” were scored lower than in 2021 by customers of Policies, Compliance & Programmatic Agreements. These two dimensions in addition to “Responds to Requests Within an Acceptable Time Frame” and “Clarity of Policy” affected the overall satisfaction score (3.85 in 2021 vs 3.49 in 2023)

SETTING GOALS WITH PO / *Program Support Unit*



Question Class Long	2023	2021
Understands My Needs and Requirements	IS	IS
Accessible to Customers	IS	IS
Responds to Requests Within an Acceptable Time Frame	SO	PO
Provides Effective Advice, Guidance	IS	IS
Facilitates Problem Resolution	IS	IS
Knowledgeable Staff	IS	ST
Helpful Staff	IS	IS
Effectively Uses Websites, Online Documentation	SO	SO
Moving in a Positive Direction	PO	SO
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	SO	PO

➤ Program Support Unit keeps a high satisfaction score of seven parameters (influential strengths), which positively affected the overall satisfaction score (3.91 “Good” range)

➤ “Moving in a Positive Direction” and “Communication” have a strong correlation with the overall satisfaction score for customers of Program Support Unit, but satisfaction with these dimensions was scored low and is considered a primary opportunity, therefore Program Support Unit should focus on improvement of these areas of customer services

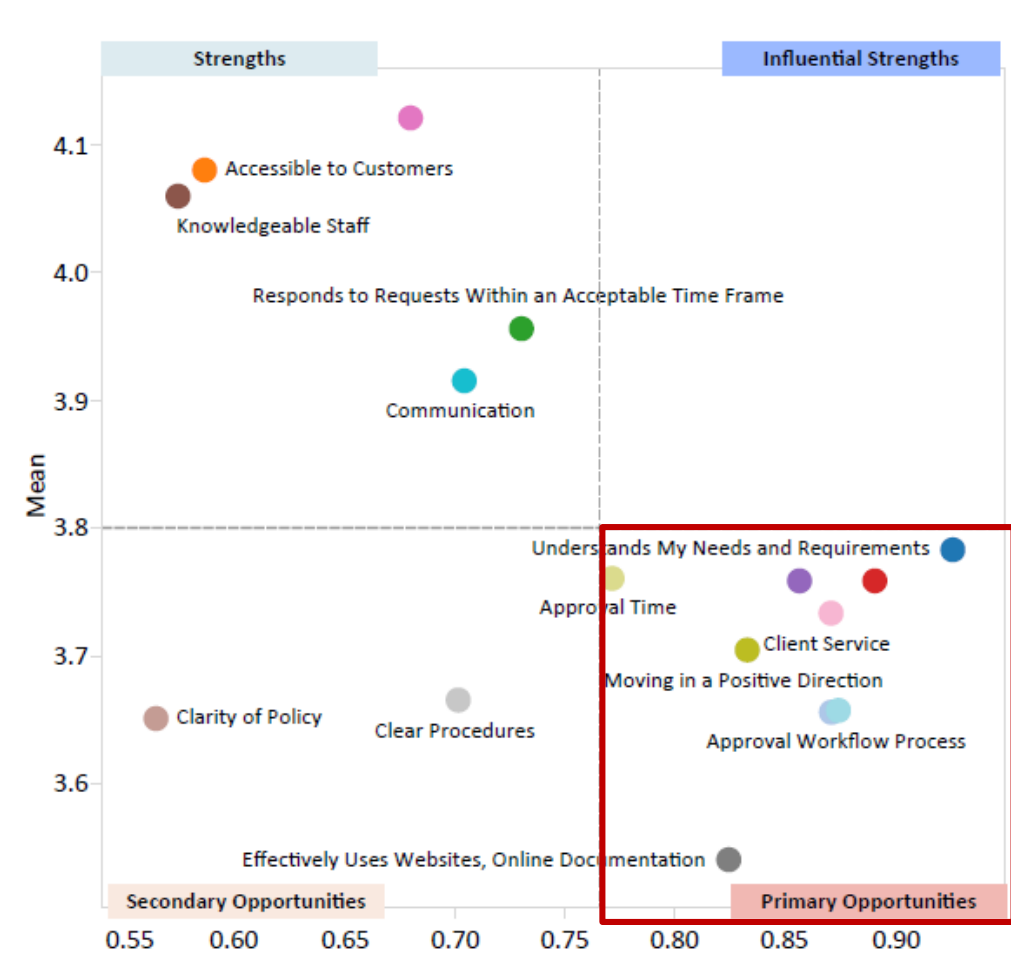
SETTING GOALS WITH PO/ Publishing



Question Class Long	2023	2021
Understands My Needs and Requirements	IS	
Accessible to Customers	IS	
Responds to Requests Within an Acceptable Time Frame	IS	
Provides Effective Advice, Guidance	IS	
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	

- Publishing has eight influential strengths, the customer service areas, which highly correlated with the overall satisfaction score and are highly scored by Publishing's customers
- "Effectively Uses Websites, Online Documentation", "Moving in a Positive Direction", "Approval Time", and "Approval Workflow Process" have a strong correlation with the overall satisfaction score for customers of the Publishing Unit, but satisfaction with these dimensions was scored low and is now considered a primary opportunity, therefore Publishing Unit should focus on improvement of these customer services areas

SETTING GOALS WITH PO / *Research & Extension Centers Operations*

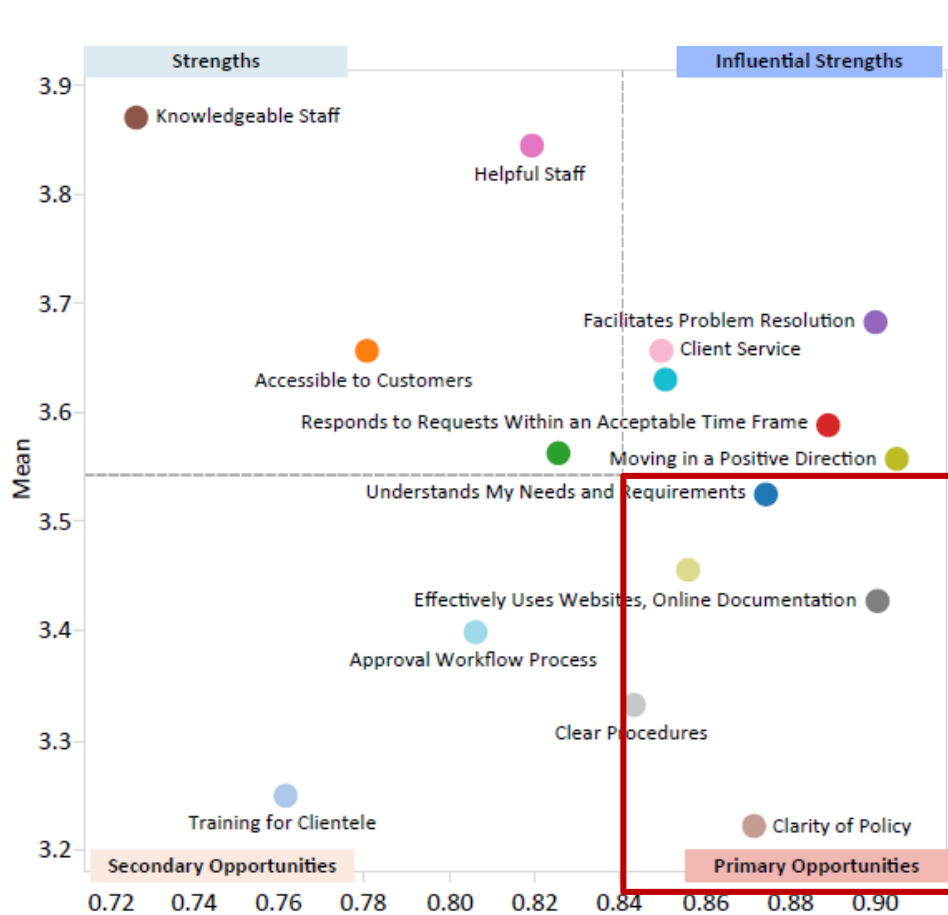


Question Class Long	2023	2021
Understands My Needs and Requirements	PO	SO
Accessible to Customers	ST	IS
Responds to Requests Within an Acceptable Time Frame	ST	IS
Provides Effective Advice, Guidance	PO	IS
Facilitates Problem Resolution	PO	IS
Knowledgeable Staff	ST	ST
Helpful Staff	ST	ST
Effectively Uses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

➤ Satisfaction with nine dimensions of customer service was scored lower than in 2021 by customers of Research & Extension Centers Operations. These dimensions affected the overall satisfaction score (3.59 “Moderate” range)

➤ “Provides Effective Advice, Guidance”, “Facilitates Problem Resolution”, and “Client Service” have less satisfaction than in 2021, but still highly correlated with the overall satisfaction score, which turned these parameters into the primary opportunities

SETTING GOALS WITH PO / *Resource Planning & Management*



Question Class Long	2023	2021
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	IS	ST
Facilitates Problem Resolution	IS	IS
Knowledgeable Staff	ST	ST
Helpful Staff	ST	ST
Effectively Uses Websites, Online Documentation	PO	SO
Moving in a Positive Direction	IS	IS
Clarity of Policy	PO	SO
Client Service	IS	IS
Communication	IS	ST
Clear Procedures	PO	SO
Approval Time	PO	PO
Approval Workflow Process	SO	SO
Training for Clientele	SO	PO

➤ “Understands My Needs and Requirements”, “Effectively Uses Websites, Online Documentation”, “Clear Procedures”, and “Approval Time” have a strong correlation with the overall satisfaction score for customers of the Resource Planning & Management Unit, but satisfaction with these dimensions was scored low and is now considered a primary opportunity, therefore Resource Planning & Management Unit should focus on improvement of these areas of customer services

SETTING GOALS WITH PO/ *Risk & Safety Services*



Question Class Long	2023	2021
Understands My Needs and Requirements	IS	PO
Accessible to Customers	IS	ST
Responds to Requests Within an Acceptable Time Frame	PO	SO
Provides Effective Advice, Guidance	IS	IS
Facilitates Problem Resolution	IS	IS
Knowledgeable Staff	IS	ST
Helpful Staff	IS	IS
Effectively Uses Websites, Online Documentation	SO	ST
Moving in a Positive Direction	IS	PO
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

- Risk & Safety Services keeps a high satisfaction score of nine parameters (Influential Strengths), which positively affected the overall satisfaction score (3.95 “Good” range)
- Risk & Safety Services improved customer satisfaction with “Moving in Positive Direction” and “Understands my Needs and Requirements” compared to 2021 and became Influential Strengths.
- “Responds to Requests within an Acceptable Time Frame” requires improvement as satisfaction with this dimension scored low and became more important. It is now considered a Primary Opportunity.

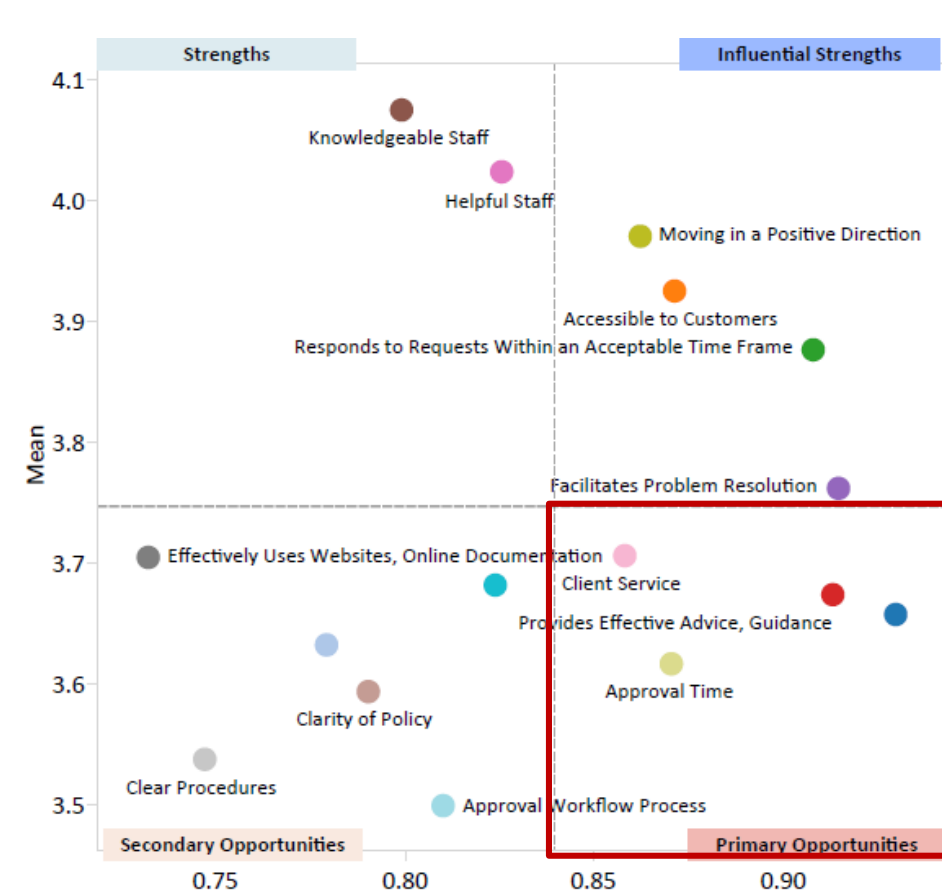
SETTING GOALS WITH PO / *Staff Human Resources*



Question Class Long	2023	2021
Understands My Needs and Requirements	IS	IS
Accessible to Customers	IS	ST
Responds to Requests Within an Acceptable Time Frame	PO	PO
Provides Effective Advice, Guidance	IS	ST
Facilitates Problem Resolution	IS	IS
Knowledgeable Staff	ST	ST
Helpful Staff	IS	ST
Effectively Uses Websites, Online Documentation	SO	SO
Moving in a Positive Direction	PO	IS
Clarity of Policy	SO	ST
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

- Having more influential strengths in 2023 than in 2021 positively affected the overall satisfaction score change (2.94 in 2021 vs 3.10 in 2023)
- “Responds to Requests Within an Acceptable Time Frame” has less satisfaction than in 2021, but is still highly correlated with the overall satisfaction score, which turned these parameters into the primary opportunity
- “Moving in a Positive Direction” affected the overall satisfaction score as well and requires the Unit’s attention and prioritizing its goal for improvement

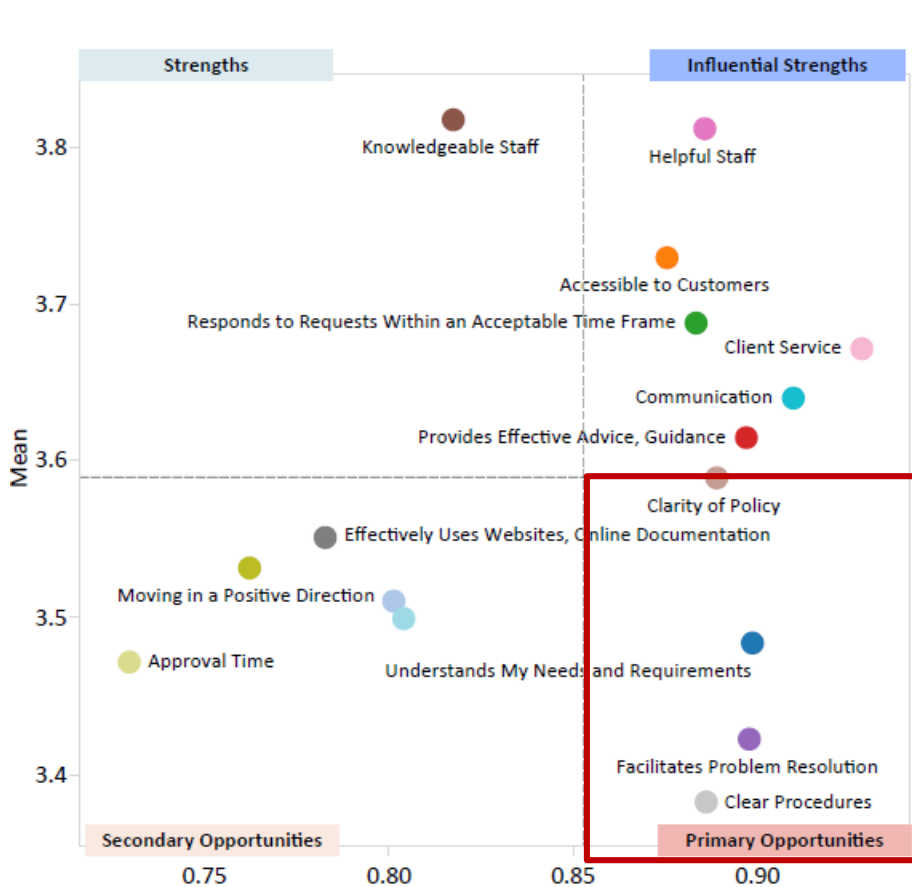
SETTING GOALS WITH PO / *Statewide Programs Operations*



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

- Statewide Programs Operations improved customer satisfaction in “Moving in a Positive Direction” compared to 2021, which positively affected the overall satisfaction score (3.26 in 2021 vs 3.68 in 2023)
- “Understands My Needs and Requirements”, “Provides Effective Advice, Guidance”, “Client Service”, and “Approval Time” have a strong correlation with the overall satisfaction score for customers of the Statewide Programs Operations Unit, but satisfaction with these dimensions was scored low and is now considered a primary opportunity, therefore Statewide Programs Operations Unit should focus on improvement of these areas of customer services

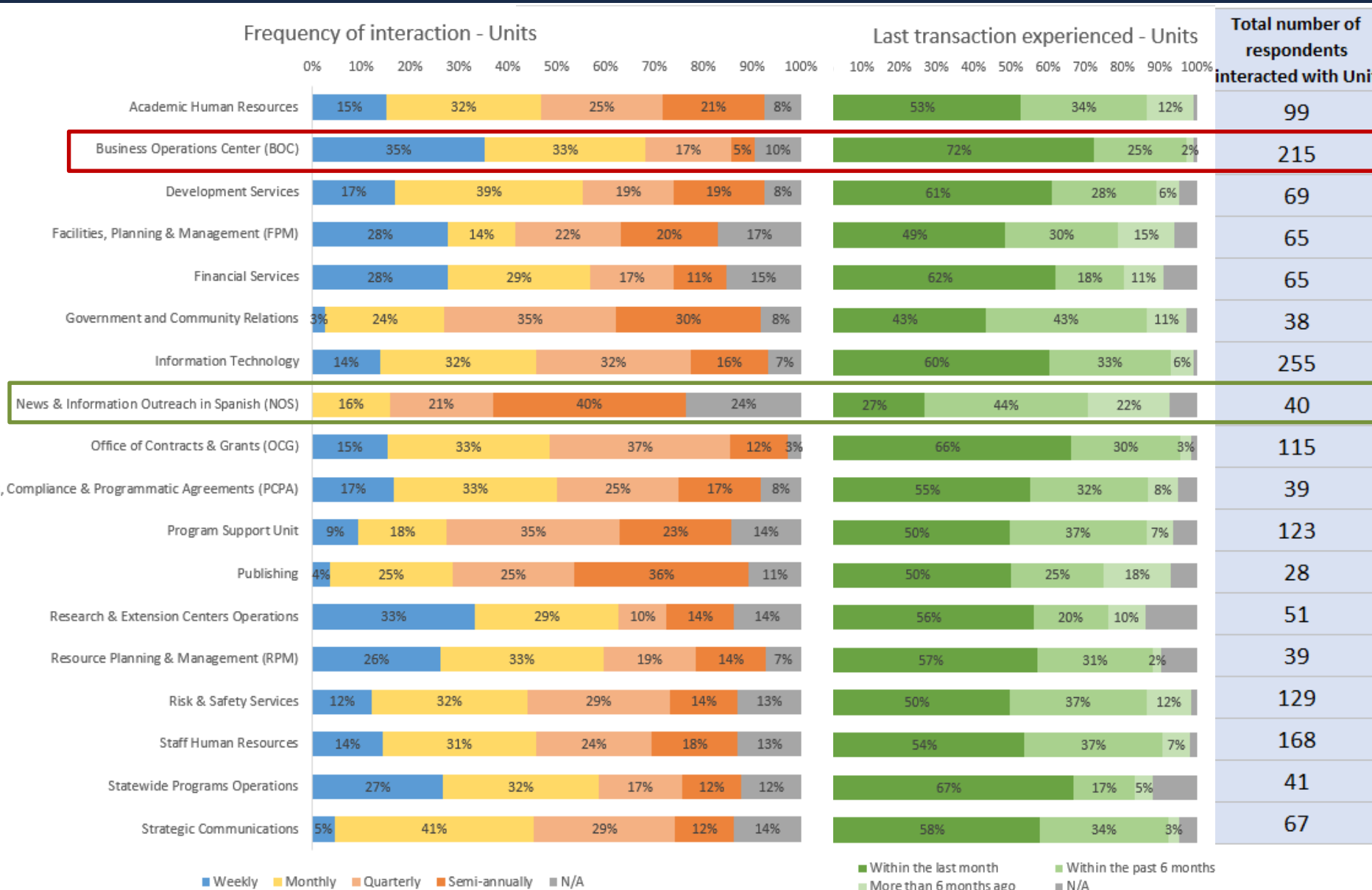
SETTING GOALS WITH PO / *Strategic Communications*



Question Class Long	2023	2021
Understands My Needs and Requirements	PO	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	PO	IS
Knowledgeable Staff	ST	IS
Helpful Staff	IS	ST
Effectively Uses Websites, Online Documentation	SO	PO
Moving in a Positive Direction	SO	IS
Clarity of Policy	IS	SO
Client Service	IS	ST
Communication	IS	IS
Clear Procedures	PO	PO
Approval Time	SO	ST
Approval Workflow Process	SO	PO
Training for Clientele	SO	SO

- Strategic Communications improved “Provides Effective Advice, Guidance” compared to 2021, and as a result, it became an influential strength
- Satisfaction with “Understands My Needs and Requirements”, “Facilitates Problem Resolution” and “Clear Procedures” were scored lower than in 2021 by customers of Strategic Communications, but still highly correlated with the overall satisfaction score. The Strategic Communications Unit should focus on the improvement of these customer service areas

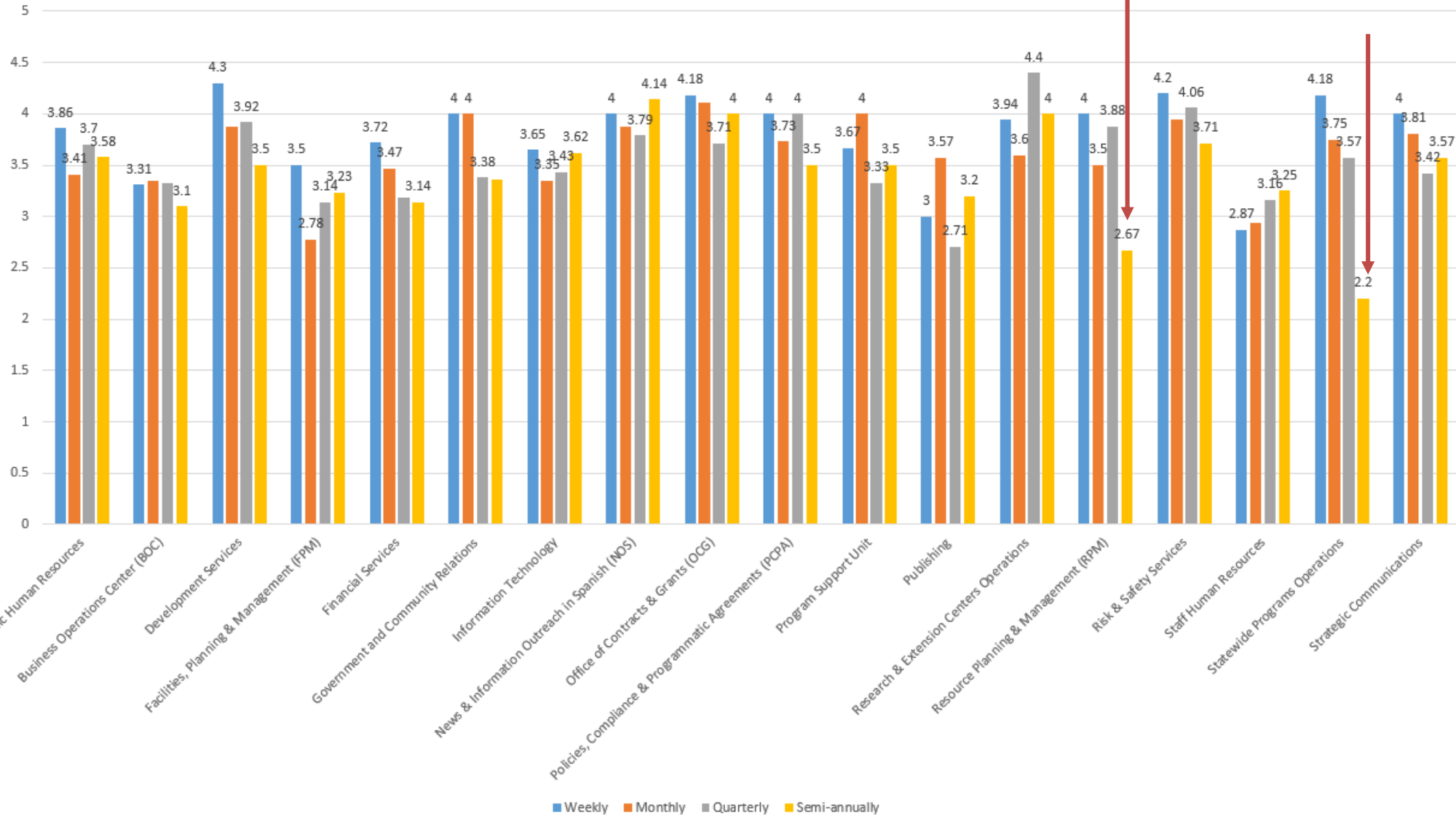
SUPPLEMENTAL QUESTIONS



- This slide shows the frequency of interactions with different units, the last transaction experienced, and the total number of customers evaluated each unit
- Business Operations Center reflected the highest customer interaction - 35% of customers interacting on a weekly basis and 72% had contact with BOC within the last month.
- The least customer interactions among respondents applied to News & Information Outreach in Spanish (NOS) with 40% interacting only semi-annually and 66% had contact with NOS within the past 6 months or even longer
- The overall satisfaction score for BOC is **3.36** and for NOS is **3.85**, It is important to analyze the satisfaction score by taking into consideration the intensity of customer service flow for each Unit.

SUPPLEMENTAL QUESTIONS

Overall Satisfaction Score vs Frequency of interactions by Units

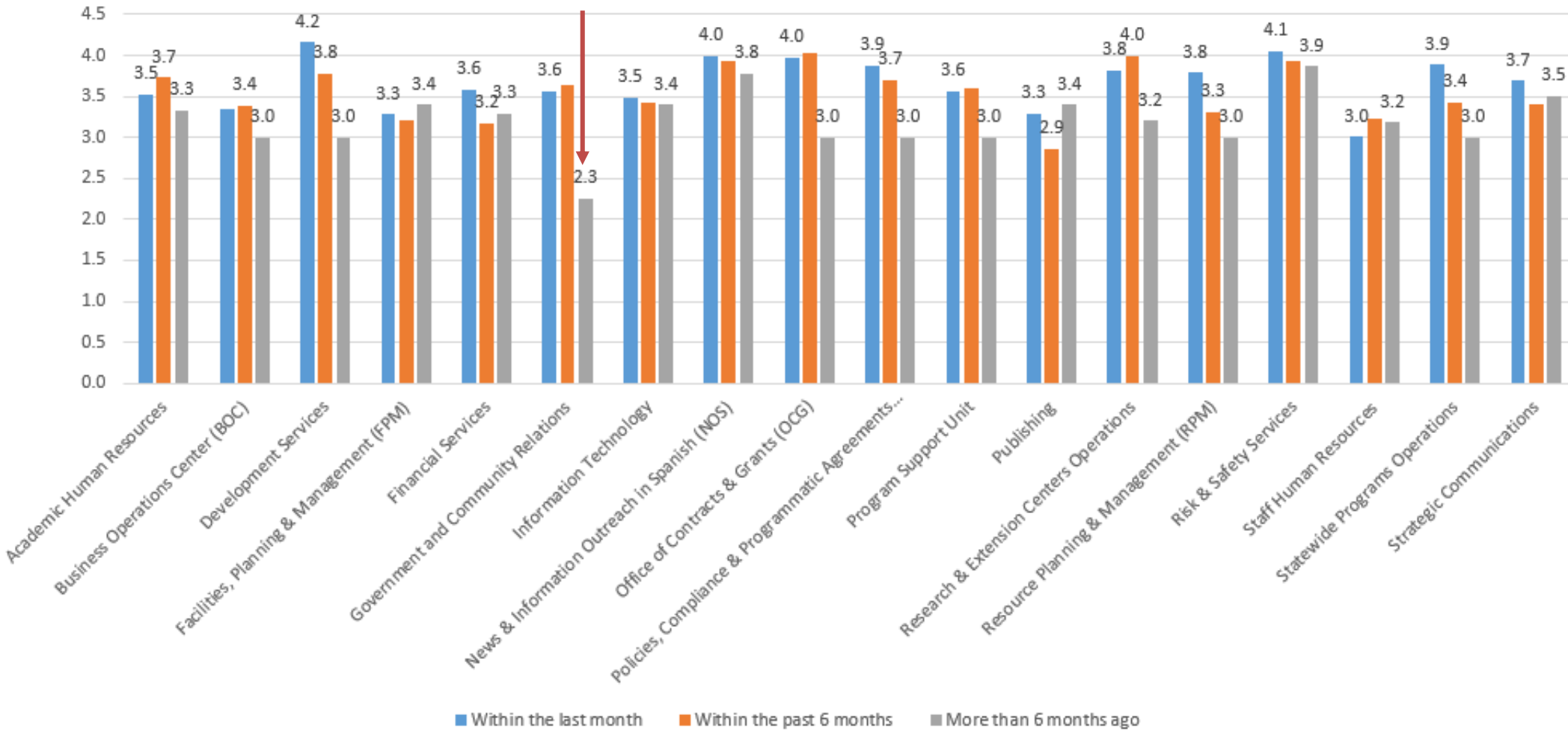


➤ Difference in overall satisfaction scores between customers who interacted with Units weekly, monthly, quarterly, or semi-annually is statistically significant (at 95% confidence level) only for Resource Planning & Management (RPM) and Statewide Programs Operations

➤ Thus customers who interact with these units semi-annually scored lower than customers who contact the same units on a weekly basis

SUPPLEMENTAL QUESTIONS

Overall Satisfaction Score vs Last transaction experienced by Units



- Difference in overall satisfaction scores between customers who contacted the Units within the last month, within the past 6 months, or more than 6 months is statistically significant (at 95% confidence level) only for Government and Community Relations
- Thus customers who interacted with Government and Community Relations more than 6 months ago scored lower on overall satisfaction than customers who contacted this Unit more often (2.3 vs 3.6)

MEAN SCORES BY CLASSIFICATION

2023 UC ANR Administrative and Support Services Customer Satisfaction Survey Financial Services

Satisfaction Mean Scores by Classification **Below 3.00 - Low** | 3.00 to 3.59 - Moderate | 3.60 to 4.29 - Good | 4.30 & above - Excellent

	Overall Satisfaction	Understands My Needs and Requirements	Accessible to Customers	Responds to Requests Within an Acceptable T.L.	Provides Effective Advice, Guidance	Facilitates Problem Resolution	Knowledgeable Staff	Helpful Staff	Effectively Uses Websites, Online Documentation	Moving in a Positive Direction	Clarity of Policy	Client Service	Communication	Clear Procedures	Approval Time	Approval Workflow Process	Training for Clientele
Academic/Faculty	2.88 (17)	2.94 (17)	2.87 (15)	2.88 (16)	2.86 (14)	2.93 (15)	3.15 (13)	3.07 (15)	2.69 (13)	2.73 (15)	2.43 (14)	2.75 (16)	2.75 (16)	2.60 (15)	2.92 (13)	3.00 (12)	2.33 (12)
Staff	3.71 (48)	3.70 (46)	3.71 (48)	3.54 (46)	3.72 (47)	3.65 (46)	3.63 (46)	3.77 (47)	3.37 (41)	3.57 (44)	3.49 (45)	3.60 (47)	3.62 (47)	3.45 (47)	3.49 (43)	3.55 (40)	3.29 (41)

2023 UC ANR Administrative and Support Services Customer Satisfaction Survey Government and Community Relations

Satisfaction Mean Scores by Classification **Below 3.00 - Low** | 3.00 to 3.59 - Moderate | 3.60 to 4.29 - Good | 4.30 & above - Excellent

	Overall Satisfaction	Understands My Needs and Requirements	Accessible to Customers	Responds to Requests Within an Acceptable T.L.	Provides Effective Advice, Guidance	Facilitates Problem Resolution	Knowledgeable Staff	Helpful Staff	Effectively Uses Websites, Online Documentation	Moving in a Positive Direction	Clarity of Policy	Client Service	Communication	Clear Procedures	Approval Time	Approval Workflow Process	Training for Clientele
Academic/Faculty	3.39 (18)	3.28 (18)	3.63 (16)	3.44 (16)	3.33 (18)	3.33 (15)	3.81 (16)	3.75 (16)	3.25 (12)	3.57 (14)	2.92 (13)	3.19 (16)	3.28 (18)	3.00 (13)	3.50 (10)	3.25 (8)	3.00 (11)
Staff	3.65 (20)	3.60 (20)	3.70 (20)	3.75 (20)	3.80 (20)	4.06 (17)	3.95 (20)	3.90 (20)	3.33 (15)	3.79 (19)	3.50 (16)	3.71 (17)	3.79 (19)	3.60 (15)	3.64 (14)	3.69 (13)	3.53 (15)

2023 UC ANR Administrative and Support Services Customer Satisfaction Survey Information Technology

Satisfaction Mean Scores by Classification **Below 3.00 - Low** | 3.00 to 3.59 - Moderate | 3.60 to 4.29 - Good | 4.30 & above - Excellent

	Overall Satisfaction	Understands My Needs and Requirements	Accessible to Customers	Responds to Requests Within an Acceptable T.L.	Provides Effective Advice, Guidance	Facilitates Problem Resolution	Knowledgeable Staff	Helpful Staff	Effectively Uses Websites, Online Documentation	Moving in a Positive Direction	Clarity of Policy	Client Service	Communication	Clear Procedures	Approval Time	Approval Workflow Process	Training for Clientele
Academic/Faculty	2.86 (51)	2.98 (51)	2.98 (51)	2.73 (51)	2.92 (51)	3.06 (51)	3.37 (51)	3.14 (51)	2.49 (47)	2.80 (49)	2.68 (40)	2.84 (51)	2.80 (51)	2.69 (48)	2.70 (44)	2.85 (40)	2.38 (39)
Staff	3.61 (204)	3.70 (201)	3.75 (203)	3.65 (201)	3.80 (199)	3.76 (198)	3.97 (201)	3.99 (199)	3.46 (171)	3.67 (188)	3.51 (168)	3.77 (193)	3.69 (200)	3.50 (180)	3.62 (164)	3.53 (159)	3.41 (152)

2023 UC ANR Administrative and Support Services Customer Satisfaction Survey News & Information Outreach in Spanish (NOS)

Satisfaction Mean Scores by Classification **Below 3.00 - Low** | 3.00 to 3.59 - Moderate | 3.60 to 4.29 - Good | 4.30 & above - Excellent

	Overall Satisfaction	Understands My Needs and Requirements	Accessible to Customers	Responds to Requests Within an Acceptable T.L.	Provides Effective Advice, Guidance	Facilitates Problem Resolution	Knowledgeable Staff	Helpful Staff	Effectively Uses Websites, Online Documentation	Moving in a Positive Direction	Clarity of Policy	Client Service	Communication	Clear Procedures	Approval Time	Approval Workflow Process	Training for Clientele
Academic/Faculty	3.70 (20)	3.75 (20)	4.00 (18)	3.88 (16)	4.13 (15)	4.25 (12)	4.21 (19)	4.11 (18)	3.69 (13)	3.73 (15)	3.82 (11)	3.88 (17)	3.94 (17)	3.73 (11)	3.90 (10)	3.86 (7)	3.44 (9)
Staff	4.00 (20)	4.17 (18)	4.22 (18)	4.29 (17)	4.18 (17)	4.14 (14)	4.30 (20)	4.26 (19)	4.00 (17)	3.89 (18)	3.60 (15)	4.11 (19)	3.95 (20)	3.69 (16)	3.75 (12)	3.69 (13)	3.92 (13)

The results of the Customer Satisfaction Survey demonstrate a statistically significant difference (at 95% confidence level) in satisfaction with different areas between Academic/Faculty and Staff for the following units:

- Financial Services: Staff scored higher on satisfaction with “Approval Workflow Process” (3.55) than Academic/Faculty respondents (3.00);

MEAN SCORES BY CLASSIFICATION

2023 UC ANR Administrative and Support Services Customer Satisfaction Survey Office of Contracts & Grants (OCG)

Satisfaction Mean Scores by Classification **Below 3.00 - Low** | **3.00 to 3.59 - Moderate** | **3.60 to 4.29 - Good** | **4.30 & above - Excellent**

	Overall Satisfaction	Understands My Needs and Requirements	Accessible to Customers	Responds to Requests Within an Acceptable TL	Provides Effective Advice, Guidance	Facilitates Problem Resolution	Knowledgeable Staff	Helpful Staff	Effectively Uses Websites, Online Documentation	Moving in a Positive Direction	Clarity of Policy	Client Service	Communication	Clear Procedures	Approval Time	Approval Workflow Process	Training for Clientele
Academic/Faculty	3.98 (57)	4.13 (56)	4.12 (57)	4.04 (56)	4.11 (57)	4.07 (55)	4.26 (57)	4.25 (57)	3.58 (48)	3.91 (53)	3.61 (51)	4.04 (56)	3.98 (56)	3.76 (55)	3.89 (54)	3.88 (52)	3.71 (41)
Staff	3.95 (58)	3.88 (57)	3.88 (58)	3.79 (58)	3.91 (57)	3.93 (54)	4.18 (56)	4.12 (58)	3.73 (45)	3.86 (50)	3.62 (52)	3.98 (55)	3.98 (56)	3.66 (53)	3.70 (50)	3.74 (50)	3.67 (45)

2023 UC ANR Administrative and Support Services Customer Satisfaction Survey Policies, Compliance & Programmatic Agreements (PCPA)

Satisfaction Mean Scores by Classification **Below 3.00 - Low** | **3.00 to 3.59 - Moderate** | **3.60 to 4.29 - Good** | **4.30 & above - Excellent**

	Overall Satisfaction	Understands My Needs and Requirements	Accessible to Customers	Responds to Requests Within an Acceptable TL	Provides Effective Advice, Guidance	Facilitates Problem Resolution	Knowledgeable Staff	Helpful Staff	Effectively Uses Websites, Online Documentation	Moving in a Positive Direction	Clarity of Policy	Client Service	Communication	Clear Procedures	Approval Time	Approval Workflow Process	Training for Clientele
Academic/Faculty	3.18 (11)	3.18 (11)	3.18 (11)	3.40 (10)	3.27 (11)	3.27 (11)	4.00 (9)	4.00 (9)	3.25 (8)	3.18 (11)	3.00 (11)	3.40 (10)	3.27 (11)	2.82 (11)	3.10 (10)	3.00 (8)	2.67 (9)
Staff	3.61 (28)	3.56 (27)	3.52 (27)	3.41 (27)	3.67 (27)	3.56 (25)	3.69 (26)	3.63 (27)	3.52 (21)	3.57 (23)	3.38 (26)	3.63 (27)	3.63 (27)	3.44 (25)	3.29 (24)	3.32 (25)	3.14 (21)

2023 UC ANR Administrative and Support Services Customer Satisfaction Survey Program Support Unit

Satisfaction Mean Scores by Classification **Below 3.00 - Low** | **3.00 to 3.59 - Moderate** | **3.60 to 4.29 - Good** | **4.30 & above - Excellent**

	Overall Satisfaction	Understands My Needs and Requirements	Accessible to Customers	Responds to Requests Within an Acceptable TL	Provides Effective Advice, Guidance	Facilitates Problem Resolution	Knowledgeable Staff	Helpful Staff	Effectively Uses Websites, Online Documentation	Moving in a Positive Direction	Clarity of Policy	Client Service	Communication	Clear Procedures	Approval Time	Approval Workflow Process	Training for Clientele
Academic/Faculty	4.05 (41)	4.00 (41)	4.02 (41)	3.85 (41)	4.05 (40)	4.08 (37)	4.27 (41)	4.32 (41)	3.92 (37)	4.03 (37)	3.88 (33)	4.10 (40)	4.00 (40)	3.92 (37)	3.97 (32)	4.22 (27)	3.70 (20)
Staff	3.84 (82)	3.80 (75)	3.95 (77)	3.79 (77)	3.86 (78)	3.77 (74)	3.96 (80)	3.98 (82)	3.72 (74)	3.73 (73)	3.64 (67)	3.87 (77)	3.69 (81)	3.59 (73)	3.70 (60)	3.63 (59)	3.58 (52)

2023 UC ANR Administrative and Support Services Customer Satisfaction Survey Publishing

Satisfaction Mean Scores by Classification **Below 3.00 - Low** | **3.00 to 3.59 - Moderate** | **3.60 to 4.29 - Good** | **4.30 & above - Excellent**

	Overall Satisfaction	Understands My Needs and Requirements	Accessible to Customers	Responds to Requests Within an Acceptable TL	Provides Effective Advice, Guidance	Facilitates Problem Resolution	Knowledgeable Staff	Helpful Staff	Effectively Uses Websites, Online Documentation	Moving in a Positive Direction	Clarity of Policy	Client Service	Communication	Clear Procedures	Approval Time	Approval Workflow Process	Training for Clientele
Academic/Faculty	3.00 (20)	3.32 (19)	3.42 (19)	3.16 (19)	3.35 (20)	3.47 (17)	3.67 (18)	3.67 (18)	2.87 (15)	3.07 (15)	3.25 (12)	3.24 (17)	3.41 (17)	3.43 (14)	2.76 (17)	2.80 (15)	2.63 (8)
Staff	3.38 (8)	3.38 (8)	3.13 (8)	3.25 (8)	3.50 (8)	3.43 (7)	3.75 (8)	3.88 (8)	3.00 (8)	3.17 (6)	2.50 (8)	3.38 (8)	3.25 (8)	2.75 (8)	2.57 (7)	2.71 (7)	2.40 (5)

The results of the Customer Satisfaction Survey demonstrate a statistically significant difference (at 95% confidence level) in satisfaction with different areas between Academic/Faculty and Staff for the following units:

- Policies, Compliance & Programmatic Agreements (PCPA): Academic/Faculty scored higher on satisfaction with “Knowledgeable Staff” (4.00) than Staff respondents (3.69);
- Program Support Unit: Academic/Faculty more satisfied with “Accessible to Customers” (4.02) than Staff respondents (3.95)

MEAN SCORES BY CLASSIFICATION

UC ANR 2023 UC ANR Administrative and Support Services Customer Satisfaction Survey Research & Extension Centers Operations

Satisfaction Mean Scores by Classification Below 3.00 - Low | 3.00 to 3.59 - Moderate | 3.60 to 4.29 - Good | 4.30 & above - Excellent

	Overall Satisfaction	Understands My Needs and Requirements	Accessible to Customers	Responds to Requests Within an Acceptable TL	Provides Effective Advice, Guidance	Facilitates Problem Resolution	Knowledgeable Staff	Helpful Staff	Effectively Uses Websites, Online Documentation	Moving in a Positive Direction	Clarity of Policy	Client Service	Communication	Clear Procedures	Approval Time	Approval Workflow Process	Training for Clientele
Academic/Faculty	3.73 (15)	3.80 (15)	4.36 (14)	4.14 (14)	3.86 (14)	3.93 (14)	4.14 (14)	4.36 (14)	3.43 (14)	3.53 (15)	3.46 (13)	3.93 (14)	4.14 (14)	3.64 (14)	4.07 (14)	3.91 (11)	3.70 (10)
Staff	3.81 (36)	3.78 (36)	3.97 (35)	3.88 (33)	3.72 (36)	3.69 (36)	4.03 (35)	4.03 (35)	3.59 (34)	3.78 (36)	3.73 (33)	3.66 (35)	3.82 (34)	3.68 (31)	3.61 (28)	3.57 (30)	3.64 (25)

UC ANR 2023 UC ANR Administrative and Support Services Customer Satisfaction Survey Risk & Safety Services

Satisfaction Mean Scores by Classification Below 3.00 - Low | 3.00 to 3.59 - Moderate | 3.60 to 4.29 - Good | 4.30 & above - Excellent

	Overall Satisfaction	Understands My Needs and Requirements	Accessible to Customers	Responds to Requests Within an Acceptable TL	Provides Effective Advice, Guidance	Facilitates Problem Resolution	Knowledgeable Staff	Helpful Staff	Effectively Uses Websites, Online Documentation	Moving in a Positive Direction	Clarity of Policy	Client Service	Communication	Clear Procedures	Approval Time	Approval Workflow Process	Training for Clientele
Academic/Faculty	3.94 (32)	3.84 (32)	4.06 (32)	4.03 (32)	4.22 (32)	4.19 (31)	4.28 (32)	4.25 (32)	4.00 (24)	4.00 (30)	3.69 (29)	4.22 (32)	4.19 (32)	3.77 (31)	4.00 (30)	4.00 (26)	3.84 (25)
Staff	3.96 (97)	4.05 (96)	3.99 (96)	3.88 (96)	4.06 (95)	4.02 (91)	4.15 (96)	4.06 (95)	3.88 (81)	3.99 (85)	3.86 (93)	4.02 (94)	3.99 (95)	3.81 (94)	3.76 (83)	3.74 (82)	3.68 (81)

UC ANR 2023 UC ANR Administrative and Support Services Customer Satisfaction Survey Resource Planning & Management (RPM)

Satisfaction Mean Scores by Classification Below 3.00 - Low | 3.00 to 3.59 - Moderate | 3.60 to 4.29 - Good | 4.30 & above - Excellent

	Overall Satisfaction	Understands My Needs and Requirements	Accessible to Customers	Responds to Requests Within an Acceptable TL	Provides Effective Advice, Guidance	Facilitates Problem Resolution	Knowledgeable Staff	Helpful Staff	Effectively Uses Websites, Online Documentation	Moving in a Positive Direction	Clarity of Policy	Client Service	Communication	Clear Procedures	Approval Time	Approval Workflow Process	Training for Clientele
Academic/Faculty	3.44 (9)	3.44 (9)	3.78 (9)	3.44 (9)	3.44 (9)	3.56 (9)	3.67 (9)	3.78 (9)	2.83 (6)	3.44 (9)	3.00 (9)	3.44 (9)	3.44 (9)	3.00 (9)	3.14 (7)	2.86 (7)	2.29 (7)
Staff	3.63 (30)	3.55 (29)	3.62 (29)	3.60 (30)	3.63 (30)	3.72 (29)	3.93 (30)	3.87 (30)	3.59 (22)	3.60 (25)	3.30 (27)	3.72 (29)	3.69 (29)	3.44 (27)	3.54 (28)	3.54 (28)	3.57 (21)

UC ANR 2023 UC ANR Administrative and Support Services Customer Satisfaction Survey Staff Human Resources

Satisfaction Mean Scores by Classification Below 3.00 - Low | 3.00 to 3.59 - Moderate | 3.60 to 4.29 - Good | 4.30 & above - Excellent

	Overall Satisfaction	Understands My Needs and Requirements	Accessible to Customers	Responds to Requests Within an Acceptable TL	Provides Effective Advice, Guidance	Facilitates Problem Resolution	Knowledgeable Staff	Helpful Staff	Effectively Uses Websites, Online Documentation	Moving in a Positive Direction	Clarity of Policy	Client Service	Communication	Clear Procedures	Approval Time	Approval Workflow Process	Training for Clientele
Academic/Faculty	2.38 (42)	2.63 (41)	2.55 (40)	2.24 (41)	2.55 (40)	2.60 (40)	2.82 (39)	2.80 (41)	2.46 (37)	2.41 (41)	2.58 (38)	2.39 (41)	2.49 (41)	2.32 (41)	1.93 (40)	2.03 (39)	2.28 (29)
Staff	3.33 (126)	3.34 (122)	3.41 (123)	3.21 (124)	3.40 (120)	3.29 (114)	3.47 (123)	3.55 (121)	3.18 (104)	3.32 (111)	3.16 (120)	3.45 (122)	3.31 (123)	3.14 (120)	3.07 (110)	3.18 (106)	3.22 (89)

The results of the Customer Satisfaction Survey demonstrate a statistically significant difference (at 95% confidence level) in satisfaction with different areas between Academic/Faculty and Staff for the following units:

- Resource Planning & Management (RPM): Staff scored higher on satisfaction with “Approval Time” and “Approval Workflow Process” than Academic/Faculty;
- Risk & Safety Services: Academic/Faculty more satisfied with “Approval Time” (4.02) than Staff respondents (3.95)

MEAN SCORES BY CLASSIFICATION

UC ANR 2023 UC ANR Administrative and Support Services Customer Satisfaction Survey
Statewide Programs Operations

Satisfaction Mean Scores by Classification Below 3.00 - Low | 3.00 to 3.59 - Moderate | 3.60 to 4.29 - Good | 4.30 & above - Excellent

	Overall Satisfaction	Understands My Needs and Requirements	Accessible to Customers	Responds to Requests Within an Acceptable TL	Provides Effective Advice, Guidance	Facilitates Problem Resolution	Knowledgeable Staff	Helpful Staff	Effectively Uses Websites, Online Documentation	Moving in a Positive Direction	Clarity of Policy	Client Service	Communication	Clear Procedures	Approval Time	Approval Workflow Process	Training for Clientele
Academic/Faculty	3.23 (13)	3.23 (13)	3.62 (13)	3.54 (13)	3.15 (13)	3.27 (11)	3.75 (12)	3.75 (12)	3.27 (11)	3.73 (11)	2.90 (10)	3.31 (13)	3.31 (13)	3.08 (12)	3.00 (10)	3.00 (11)	3.27 (11)
Staff	3.89 (28)	3.86 (28)	4.07 (28)	4.04 (28)	3.93 (27)	3.96 (27)	4.22 (27)	4.15 (27)	3.91 (23)	4.08 (25)	3.85 (27)	3.89 (28)	3.86 (28)	3.74 (27)	3.88 (24)	3.72 (25)	3.84 (19)

UC ANR 2023 UC ANR Administrative and Support Services Customer Satisfaction Survey
Strategic Communications

Satisfaction Mean Scores by Classification Below 3.00 - Low | 3.00 to 3.59 - Moderate | 3.60 to 4.29 - Good | 4.30 & above - Excellent

	Overall Satisfaction	Understands My Needs and Requirements	Accessible to Customers	Responds to Requests Within an Acceptable TL	Provides Effective Advice, Guidance	Facilitates Problem Resolution	Knowledgeable Staff	Helpful Staff	Effectively Uses Websites, Online Documentation	Moving in a Positive Direction	Clarity of Policy	Client Service	Communication	Clear Procedures	Approval Time	Approval Workflow Process	Training for Clientele
Academic/Faculty	3.37 (30)	3.18 (28)	3.57 (28)	3.44 (27)	3.30 (30)	3.17 (23)	3.59 (29)	3.52 (29)	3.17 (23)	3.30 (27)	3.14 (14)	3.25 (28)	3.24 (29)	2.95 (20)	3.21 (14)	3.10 (10)	2.94 (17)
Staff	3.81 (37)	3.72 (36)	3.86 (35)	3.88 (34)	3.89 (35)	3.62 (29)	4.00 (37)	4.06 (35)	3.80 (35)	3.71 (35)	3.84 (25)	4.03 (33)	3.97 (35)	3.70 (27)	3.64 (22)	3.70 (20)	3.86 (28)

The results of the Customer Satisfaction Survey demonstrate a statistically significant difference (at 95% confidence level) in satisfaction with different areas between Academic/Faculty and Staff for the following units:

- Strategic Communications: Staff scored higher on satisfaction with “Training for Clientele” (3.86) than Academic/Faculty (2.94)

SHARE ACTIONS TAKEN

- Staff/faculty newsletters
- Campus listservs

Satisfaction Survey results 'fuel' improvements to campus services

by Brenda Dawson | March 29, 2022

You won't be asked to take the Academic and Staff Satisfaction Survey this year, but that hasn't stopped your feedback from making a difference.

UC Davis has adjusted its survey schedule for employees, so that the Satisfaction Survey will take place in odd years, next up in 2023. (It will alternate with the Staff Experience Survey in even years, which is [open now](#) for staff input.)

[Interactive results are available](#) from the 2021 Satisfaction Survey, which was the fourth year in a row that UC Davis employees rated campus administrative services, to help assess their effectiveness.

"What's so incredible about what UC Davis is doing is now we have multiple years of data," said **Angela Song**, senior director and industrial/organizational psychologist for the UC San Diego team that administers the Satisfaction Survey. "That first year is the baseline, and then Year 2 is interesting because you can start to see directionality, and at Year 3 you can start seeing trends. By now we can see if our improvements are making an impact."

Some units, like the **UC Davis Fire Department** and the **Arboretum and Public Garden**, have consistently "Excellent" ratings across the board, seemingly from all campus constituent groups.

But many other service teams at UC Davis — from construction to custodial to human resources — have been identifying weaknesses and making changes in response to survey feedback, incorporating responsive goals into their strategic planning.

“*"I think the most important part of these surveys is what action you take afterwards, and UC Davis is doing a fabulous job of taking action in response to the surveys," Song said.*

UCD? Even campus construction can respond to employee feedback

In his first days on the job at UC Davis back in 2018, **Jim Carroll** learned that his leadership of **Design and Construction Management** would start off with both an extensive audit and a wave of comments from fellow employees via the first-ever Satisfaction Survey.

“*"What a welcome to campus," he says now. "But honestly both of them were very good for me because they created a baseline. It was a little painful, but I was able to learn a lot, and we made a lot of changes from these surveys."*

Take action now

- [Explore interactive results](#) from the Academic and Staff Satisfaction Survey, with four years of trends from dozens of campus services.
- [Share your feedback now](#) on the Staff Experience Survey, which will now alternate years with the Satisfaction Survey.

SHARE ACTIONS TAKEN

- Include in email communication future surveys



**TELL US
WHAT YOU
THINK.**

help UC Davis be better

The first 2,000 students to complete the survey will win a free cookie and coffee* at Swirlz from the CoHo.

*Drip coffee or tea

STUDENT SATISFACTION SURVEY **UC DAVIS STUDENT AFFAIRS**

We noticed that you started completing the Student Satisfaction Survey, and it's not too late to send us your feedback!

The survey closes at 11:59 p.m. tomorrow and you can access your survey in progress at <https://ucdavis-student.satsurvey.org>.

If you pick your **top three departments** to evaluate, the survey should only take about 5 minutes to complete.

Your feedback in this survey can help make UC Davis a better place to be for you and your fellow Aggies!



The Memorial Union installed more outdoor and indoor seating options in response to feedback in the Student Satisfaction Survey.

For questions, please contact SSSemail@ucdavis.edu.

Have a good week, Aggies!

TOP 5 MOST ASKED QUESTIONS

- What if I see responses from departments who are not our customers?
- Are these results “statistically significant?”
- The nature of our work (e.g., policy compliance) means our unit will always have low scores...
- We have resource constraints. Where should I start to make improvements that will make the most impact?

ANY QUESTIONS?

5 Tips to Keep Your Food Safe Over the Holidays

Visit with family & friends, not the porcelain throne

Sue Mosbacher
UC Master Food Preserver Program Coordinator

mfp.ucanr.edu

11/16/2023



UNIVERSITY OF CALIFORNIA
Agriculture and Natural Resources

■ UC Master Food Preserver Program

1: Start & Stay Clean

- Clean then sanitize work area and tools
- Hair back/covered
- Clean apron
- Pat poultry dry; no rinsing
 - <https://dontwashyourchicken.nmsu.edu>
- Wash hands frequently
- Clean and sanitize frequently



2: Thaw Food Wisely

Use the refrigerator!



3: Avoid Cross Contamination

Clean & sanitize your workspace
and hands frequently



4: Cook Thoroughly

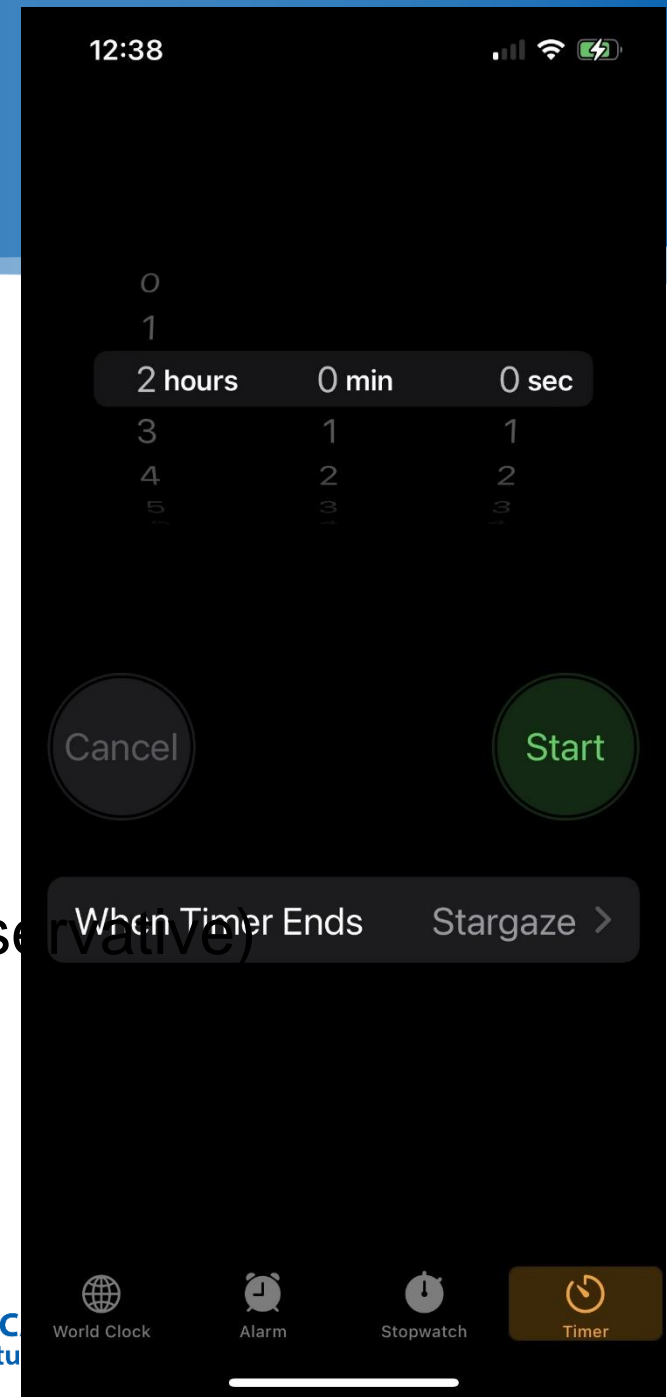
Destroy micro-organisms

- At required temperature long enough to destroy bacteria in the coldest part of the food
- Thermometer, not touch test



5: Store Safely

- Max time at room temperature: 2 hours
 - Set a timer
- Cool in wide, shallow containers
- Cool food in fridge
 - 4-Day Throw Away
 - Food with lots of sugar lasts longer (sugar is the preservative)
- Cold food in freezer
 - Warm food will thaw neighboring food
 - Remove air from packaging to reduce freezer burn



Keep you and your family safe!

1. Start and stay clean
2. Thaw food wisely
3. Avoid cross contamination
4. Cook thoroughly
5. Store safely

https://mfp.ucanr.edu/Resources_/_Extension_Document_Library



UC Master Food Preserver Food Safety Resources

University of California, Division of Agriculture and Natural Resources

UC Master Food Preserver Program

SHARE PRINT SITE MAP Enter Search Terms Q GIV



Home Contact Events History/Future News Resources Volunteer Donate We are UC ANR

Publications Library

This collection of documents from University Extension offices nationwide provides online educational materials on the following food safety and preservation topics.

Research on food preservation is ongoing – recommendations may have changed since the release of some documents. Please refer to the [National Center for Home Food Preservation](#) for the most current recommendations.



Food Safety



Food Preservation Methods



Jam & Jelly

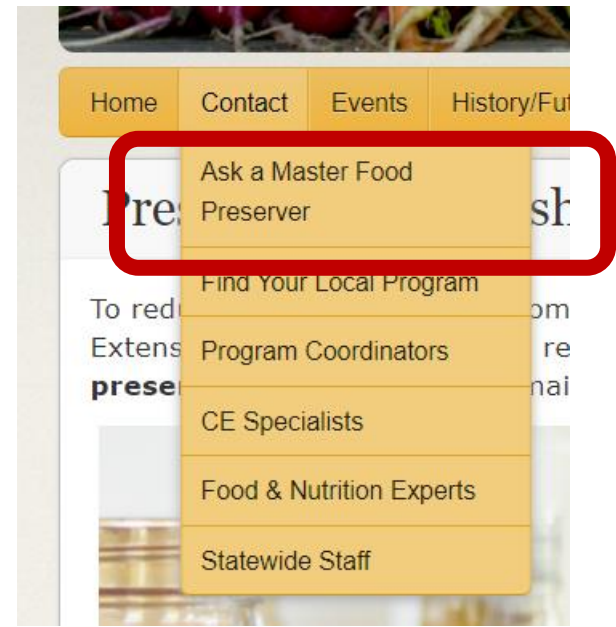


Pickle & Ferment



Dehydrate

mfp.ucanr.edu



Home Contact Events History/Fu

- Ask a Master Food Preserver
- Find Your Local Program
- To red Extens prese
- Program Coordinators
- CE Specialists
- Food & Nutrition Experts
- Statewide Staff

In the Media

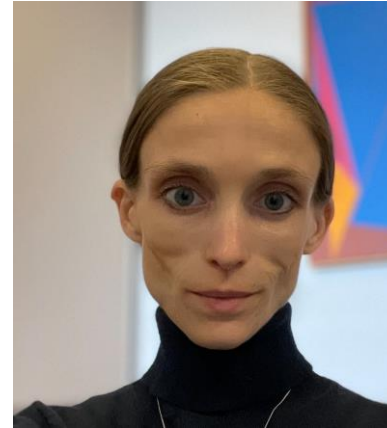
- **Janet Hartin** spoke to CalMatters on dangers of artificial turf. It ran in Mercury News, OC Register and other media outlets
- LA Times interviewed **Luca Carmignani** about wildfire in Riverside County, **Kristen Shive** about giant sequoias and **Yana Valachovic** about recovery from the Camp Fire
- **Houston Wilson** and **Jhalendra Rijal** were interviewed by Farm Press and other ag media about a new beetle attacking nut orchards
- **Igor Lacan** was quoted by San Francisco Chronicle about neighborhoods seeking to boost the city's tree canopy
- Mercury News quoted **Kamyar Aram** about UCCE's role in the adoption of a greenhouse gas emissions plan in Contra Costa County
- **Beatriz Nobua-Behrmann** talked to Things Green about saving trees from the shot hole borers.



Bea Nobua Behrmann on Things Green

New Hires from 10/17/23-11/15/2023

Christian	Becerra	KEARNEY AGRICULTURAL CNTR
Sarah	Berger	IMM OFFICE OF HR
Christina	Bradford	UCCE SISKIYOU COUNTY
Laura Lynn	Brockman	UCCE TEHAMA COUNTY
Elissa	Bunn	UCCE CENTRAL SIERRA NEVADA MCP
Dilshan	Casseer	CONTRACTS AND GRANTS OFFICE
Caleb	Crawford	UCCE TULARE COUNTY
Lilliane	Cruz	STATEWIDE PROGRAMS & REC OPS
Geovanni	De Leon	UCCE ORANGE COUNTY
Shannon	Donohue	UCCE STANISLAUS COUNTY
Nora	Hall	UCCE TRINITY COUNTY
Alissa	Hardie	UCCE CENTRAL SIERRA NEVADA MCP
Brandon	Hsu	UCCE ORANGE COUNTY
Sandra	Lyday	UCCE VENTURA COUNTY
Ella	Mitchell	UCCE SANTA BARBARA COUNTY
Julia	Nguyen	NUTRITION POLICY INSTITUTE
Kitty	Oppliger	UCCE CENTRAL SIERRA NEVADA MCP
Mikyla	Perez	IMM OFFICE OF HR
Bruno	Pitton	UCCE NEVADA_PLACER COUNTY
April	Pryor	UCCE SHASTA COUNTY
Geoffrey	Shimotsu	KEARNEY AGRICULTURAL CNTR
Kai Yu	Sun	FINANCIAL SERVICES
Kerry	Winger	UCCE SONOMA COUNTY
Brian	Woodward	UCCE SANTA CRUZ COUNTY



Kitty Oppliger



Brian Woodward



Bruno Pitton

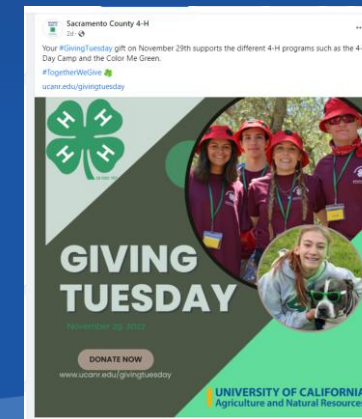
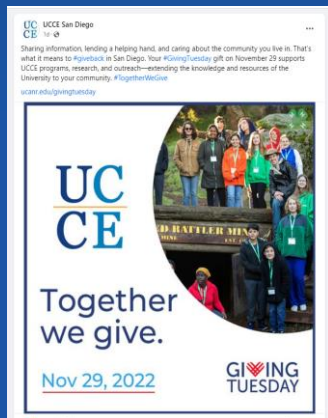
Other Updates

Open Enrollment closes tomorrow

GivingTuesday, Nov. 28

SAVE THE DATE: November 28

U G A N R GIVING TUESDAY



Emily Delk, Director of Annual Giving
eddelk@ucanr.edu

THANK YOU!

The next town hall will be the Winter Faire!
December 14, 2023

 **UNIVERSITY OF CALIFORNIA**
Agriculture and Natural Resources