

[Survey Year] [Survey Title]

[Top VC/Admin Level] - [Sub VC/Admin Level]

**[DEPARTMENT]**

PRIMARY OPPORTUNITIES			ACTIONS TAKEN/IN PROCESS	OUTCOME/HIGHLIGHTS
Prior Year 2020-21	Current Year (2022-23)	PO Identified		
0.00		Understands my needs and requirements	FPM has assigned a Project Manager to each REC to be the point of contact for all current projects and future needs. The project manager has been instructed to be in weekly communication with the REC Supervisors and/or Directors in addition to onsite visits for walks, visual inspections and project management quarterly. Director of Facilities has scheduled monthly meetings with the REC Directors to discuss progress of Project Manager as point of contact, current project needs, areas of improvement. <b>Weekly checkins are ongoing and have strengthened the connection between the REC and Project Managers. In addition, there are monthly Zoom meetings with the REC Superintendents and FPM and EH&amp;S staff.</b>	Establish better communication with UC ANR partners and active listening to understand programmatic needs. Feedback (so far) has been positive from RECs. Check in for progress will be monthly. <b>We continue to receive positive feedback from the RECs on the status of projects.</b>
0.00		Training for clientele	Create process flow for projects with various funding to assist with understanding the project work flow from funding to completion. <b>Workflow outline has been completed. New Project Management software is anticipated to help strengthen the work flow procedures.</b>	In conjunction with the Project Manager as a ANR partner, help clientele (mostly RECs and some UCCE) to better understand the processes and timelines for project completion. <b>Check in quarterly with peers.</b>
0.00		Moving in a positive direction to better meet my needs.	FPM now has a Director (Oct 2022), a new Financial Analyst (June 2022), a new Project Manager (June 2022) to better meet the needs to our UC ANR partners. These positions will be key in providing better support projects and to the programmatic needs. <b>The FPM Director left in January 2023, so the department has been headed by the Associate Director. A new</b>	An additional Contract Administrator position will be under recruitment (July 2022). <b>An additional Senior Project Manager is under recruitment to help with the staffing needs of the unit.</b>
3.65		<i>Effective Website</i>	<i>Changed landing page</i>	<i>More website visitors</i>

ADDITIONAL OPPORTUNITIES IDENTIFIED (e.g. verbatim/themed comments, secondary opportunities)	ACTIONS TAKEN/IN PROCESS	OUTCOME/HIGHLIGHTS
Understanding my needs and requirements	TBD	TBD
Knowledgeable Staff	TBD	TBD
Moving in a positive direction	TBD	TBD

2021 UC San Diego Academic & Staff Customer Satisfaction Survey

CFO - Human Resources

**BENEFITS**

PRIMARY OPPORTUNITIES		ACTIONS TAKEN/IN PROCESS	OUTCOME/HIGHLIGHTS
3.19	4.00	Facilitates problem resolution	response time standards to ensure timely feedback to customer inquiries. <b>Having established specific</b> partners

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