

**2023 ANR Administrative and Support Services Customer Satisfaction Survey**

**Government and Community Relations**

PRIMARY OPPORTUNITIES			ACTIONS TAKEN/IN PROCESS	OUTCOME/HIGHLIGHTS
Prior Year (2021)	Current Year (2023)	PO Identified		
3.62	3.45	Understands My Needs and Requirements	Conduct needs assessment with Directors (SWP/I, CD, REC). To be completed by Associate Director.	Completed and ongoing. Hired Associate Director in March 2023 who met with County Directors and statewide programs to assess specific needs and provide solutions and support. Conducting ongoing needs assessments.
3.69	3.30	Effectively Uses Websites, Online Documentation	Update website and one-pagers to be current	Completed and ongoing. When new website is active, will make Government Relations website stand-alone.
3.78	3.70	Moving in a Positive Direction	Hired Associate Director in March 2023 to further service and support, particularly on the County level.	Associate Director met with County Directors to assess individual needs and provide solutions and support.
3.43	3.24	Clarity of Policy	Update website and one-pagers; continue to include UC policies in trainings; provide examples and clearer language	Completed and ongoing. Continuous updates to website, new one-pagers and information available, included UCOP experts in trainings to discuss systemwide policies.

3.74	3.45	Client Service	Plan to hire additional staff to reach more people.	Hired Associate Director March 2023 which allows for increased capacity to serve clients internal and external to UC ANR.
3.92	3.54	Communication (new in 2023)	Plan to hire additional staff to reach more people; update website with fact-sheets and "how-to" documents.	Hired Associate Director March 2023 which allows for increased capacity to serve clients internal and external to UC ANR. Continuous updates to website, new one-pagers and information available.
3.63	3.32	Clear Procedures	Update website and one-pagers; continue to include procedures in trainings	Completed and ongoing. Website updated, created new Google Form to streamline requests and approvals.
3.46	3.52	Approval Workflow	Clairify expected timeline for approvals in trainings and one-pagers online	Completed and ongoing. For example, created Google Form to expedite sign-on letter requests.
3.65	3.31	Training for Clientele	Continue providing trainings and match topics to needs assessment.	Completed and ongoing. Delivered record number of trainings in 2024 due to additional staff (hired Associate Director); soliciting feedback and continuing needs assessments to ensure trainings are current and relevant.

ADDITIONAL OPPORTUNITIES IDENTIFIED (e.g. verbatim/themed comments, secondary opportunities)	ACTIONS TAKEN/IN PROCESS	OUTCOME/HIGHLIGHTS
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Approval Time	Clairify expected timeline for approvals in trainings and one-pagers online	Completed and ongoing. Website updated, created new Google Form to streamline requests and approvals.

2021 UC San Diego Academic & Staff Customer Satisfaction Survey

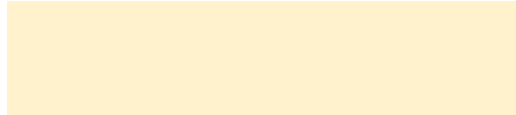
CFO - Human Resources

**BENEFITS**

PRIMARY OPPORTUNITIES			ACTIONS TAKEN/IN PROCESS
3.19	4.00	Facilitates problem resolution	response time standards to ensure timely feedback to customer inquiries

ADDITIONAL OPPORTUNITIES IDENTIFIED (e.g. verbatim/themed comments, secondary opportunities)	ACTIONS TAKEN/IN PROCESS
"Website is not mobile-friendly"	and accessibility for the entire website

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<b>OUTCOME/HIGHLIGHTS</b>
Focusing on enhancing overall communication with campus customer partners

<b>OUTCOME/HIGHLIGHTS</b>
Website views doubled within two weeks of improving interface

