The VP’s Office provides leadership and support for administrative and financial units.

- **4.01** Understands Customer Needs
- **4.11** Accessible to Customers
- **4.12** Responsive to Requests
- **4.08** Provides Effective Advice & Guidance
- **3.99** Resolves Problems Effectively
- **3.98** Effectively Uses Website
- **4.23** Knowledgeable Staff
- **4.22** Helpful Staff

**STRENGTHS**
- Provides Effective Advice
- Knowledgeable Staff

**Opportunities for IMPROVEMENT**
- Resolves Problems Effectively
- Understands Customer Needs
- Effective Communications

79 Respondents

4.01 Overall Satisfaction with VP’s Office

4.06 Moving in a Positive Direction to Meet Customer Needs
### Mean Scores

<table>
<thead>
<tr>
<th># Question</th>
<th>Mean Score</th>
<th>2017</th>
<th>2018</th>
<th>Change from 2017 to 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Thinking of your OVERALL experience with VP's Office of Administration &amp; Finance, how would you rate your satisfaction with VP's Office of Administration &amp; Finance during the past 12 months in meeting your department's needs?</td>
<td>4.01</td>
<td>4.01</td>
<td>0.00</td>
<td>Change of 0.09 or greater</td>
</tr>
<tr>
<td>2 Understands my needs and requirements</td>
<td>3.95</td>
<td>4.01</td>
<td>0.06</td>
<td>Change of 0.09 or greater</td>
</tr>
<tr>
<td>3 Accessible to customers (via phone/voicemail, email, OR in-person)</td>
<td>4.04</td>
<td>4.11</td>
<td>0.07</td>
<td>Change of 0.09 or greater</td>
</tr>
<tr>
<td>4 Responsive to requests or problems within an acceptable time</td>
<td>4.02</td>
<td>4.12</td>
<td>0.10</td>
<td>Change of 0.09 or greater</td>
</tr>
<tr>
<td>5 Provides effective advice, support, and guidance</td>
<td>3.96</td>
<td>4.08</td>
<td>0.12</td>
<td>Change of 0.09 or greater</td>
</tr>
<tr>
<td>6 Satisfaction with the updates communicated by the VP's Office of Administration &amp; Finance</td>
<td>3.94</td>
<td>4.01</td>
<td>0.07</td>
<td>Change of 0.09 or greater</td>
</tr>
<tr>
<td>7 Resolves problems effectively</td>
<td>3.96</td>
<td>3.99</td>
<td>0.03</td>
<td>Change of 0.09 or greater</td>
</tr>
<tr>
<td>8 Effectively utilizes websites to provide information on division services</td>
<td>3.95</td>
<td>3.98</td>
<td>0.03</td>
<td>Change of 0.09 or greater</td>
</tr>
<tr>
<td>9 Knowledgeable staff</td>
<td>4.11</td>
<td>4.23</td>
<td>0.12</td>
<td>Change of 0.09 or greater</td>
</tr>
<tr>
<td>10 Professional and courteous staff</td>
<td>4.15</td>
<td>4.22</td>
<td>0.07</td>
<td>Change of 0.09 or greater</td>
</tr>
<tr>
<td>11 Moving in a positive direction to better meet my department's needs</td>
<td>3.97</td>
<td>4.06</td>
<td>0.09</td>
<td>Change of 0.09 or greater</td>
</tr>
</tbody>
</table>

### Background

- 2018 was the second year for The Road to Success Customer Satisfaction Survey
- 20 different services across 8 administrative areas were included in the survey
- The survey included 10 to 12 standard scaled (1-5) rating questions and up to 3 open-ended questions
- 46,121 faculty, staff, and students, were invited to give feedback. Of this total, 5% were faculty, 5% were staff, and 90% were students
- 6,400 (13.9%) responded to the survey
- Each survey invitee could select which services they wanted to evaluate
- Some services were pre-selected for faculty, staff, or students as they only used certain services that were relevant to them
- The survey was available to take from April 3 to April 20, 2018
- N/As and blank responses did not count in calculations for mean scores

Survey conducted by Organizational Assessments and Strategy, Office of Operational Strategic Initiatives, UC San Diego