

2023 ANR Administrative & Support Services Customer Satisfaction Survey

Background

2023 was the second year of the Administrative and Support Services Customer Satisfaction Survey

38 Days of Survey Administration

May 23 - June 30, 2023

35% Overall Response Rate

1,237 Academics, Staff, and Students invited to participate; 433 responded



10 standard satisfaction questions

Net Promoter Score

Process-related questions

Open-ended questions (like & improve)

Customer service recognition



Strengths

Keep up the good work!

Accessible to Customers

Helpful Staff

Responds to Requests Within an Acceptable Time Frame

Knowledgeable Staff



Opportunities

Concentrate efforts on

Understands My Needs

Moving in a Positive Direction to Better Meet My Needs

Approval Time

Effectively Uses Website for Information and Services

Highest Rated Units

1. Office of Contracts & Grants (OCG) **3.97**
2. Risk & Safety Services **3.95**
3. Development Services **3.93**
4. Program Support Unit **3.91**
5. News & Information Outreach in Spanish (NIOS) **3.85**
6. Research & Extension Centers Operations **3.78**
7. Statewide Programs Operations **3.68**
8. Strategic Communications **3.61**