

UCANR Customer Satisfaction Survey Performance Summary and Benchmark Report

This Tableau workbook provides a top-level view of your university's customer satisfaction results. This file contains ten dashboards/tabs; each summarizes results of the performance metrics that were measured in the survey. Listed below are descriptions of the dashboards as well as instructions on how to filter your visualization results.

Type Selection/Responses

This page enables set up of universal filters for all dashboards. There are three filters on top of the page: Top Level VC/VP, Sub Level VC/VP/Leader and Respondent Type. By default, all filters are set to ALL. Selection of any combination of filters will apply to all except the Benchmark by Dept dashboard. The Respondent Type(s) that you selected will be displayed and repeated on top of all the dashboards. To restore the previous selection or select a new type, return to the Type Selection sheet.

Satisfaction Questions, Latest

The table shows the standard satisfaction question mean scores for the latest year.

Net Promoter Scores

This dashboard shows the Net Promoter Scores and response totals for each of the questions.

Strengths and Opportunities

Units' strengths and opportunities for the current year are displayed by the top and sub VC/VP levels.

Strengths and Opportunities Trends

Units' strengths and opportunities in the last three years are displayed by the top and sub VC/VP levels.

Unit Ranking

Units' Overall Satisfaction mean scores are ranked from the highest to the lowest and displayed side-by-side with their respective response total. You can also display different question means and response counts using the drop-down menu at the top of the page.

Satisfaction Question Trends

This table displays all satisfaction question mean scores and response totals for each of the questions from the last three years of the survey (if applicable). You can also display results for various questions using the drop-down menu at the top of the page.

Benchmark Cohort Summary

A summary of the universities participating in benchmarking.

Benchmark

This report compares the performance of your units' services/processes against those of other participating universities who offer similar services/processes. Grouped by three benchmark levels, this information helps to identify opportunities for improvement and to share best practices among peer universities. By default, it compares all universities' Overall Satisfaction score. To see comparison of scores for the rest of the standard questions, select your choice via the Benchmark Question menu on top of the sheet.

Participating universities: Cal Poly SLO, CSU Fullerton, CSU Chancellor's Office, CSU Sacramento, CSU San Marcos, UC ANR, UC Davis, UC Riverside, UC Irvine, UC San Diego, UC Santa Barbara, University of Washington.

Benchmark by Unit

This sheet compares a specific units' satisfaction mean scores with other universities. The selection boxes on top of the page enables you to select a specific unit and the respondent type.

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Performance Summary for UCANR

Filters selected in this page will apply to [ALL](#) dashboards

Top Level V.. All

Sub Level V.. All

Type

All

Background

- 2021 was the inaugural Administrative and Support Services Customer Satisfaction Survey
- Survey Period: November 16 to December 22, 2021
- 1,085 academics, staff, and students were invited to take the survey; 374 (35%) responded
- Survey consisted of 17 satisfaction questions, 1 NPS, 4 questions regarding services during the COVID remote work environment, 3 interaction-related questions and 3 open-ended questions

Response Counts

		2021
Business Operations Center (BOC)	Business Operations Center (BOC): Administrative Services Business Partner Team	132
	Business Operations Center (BOC): Payroll Services	96
	Business Operations Center (BOC): UCCE Business Partner Team	95
Financial Services	Financial Services	52
Development Services	Development Services	63
Facilities, Planning and Management	Facilities, Planning and Management (FPM)	52
Government and Community Relations	Government and Community Relations	28
Human Resources	Human Resources: Staff	158
	Human Resources: Academic	60
Information Technology	Information Technology	202
Office of Contracts and Grants	Office of Contracts and Grants (OCG)	85
Office of Controller and Business Services	Policies, Compliance & Programmatic Agreements (PCPA)	22
Program Support Unit	Program Support Unit	80
Resource Planning & Management	Resource Planning & Management (RPM): Budget Operations	42
	Resource Planning & Management (RPM): Capital Planning	8
	Resource Planning & Management (RPM): Reporting & Analysis	16
Risk & Safety Services	Risk & Safety Services	124
Statewide Programs and REC Operations	Statewide Programs & REC Operations (SWPR): ANR Leadership Support & ANR CE Specialist Support	24
	Statewide Programs & REC Operations (SWPR): Research & Extension Centers	28
	Statewide Programs & REC Operations (SWPR): Statewide Programs and Institutes	16
Strategic Communications	News and Information Outreach in Spanish (NOS)	38
	Strategic Communications	46

2021 UCANR Satisfaction Mean Scores by Unit

Academic/Faculty Staff

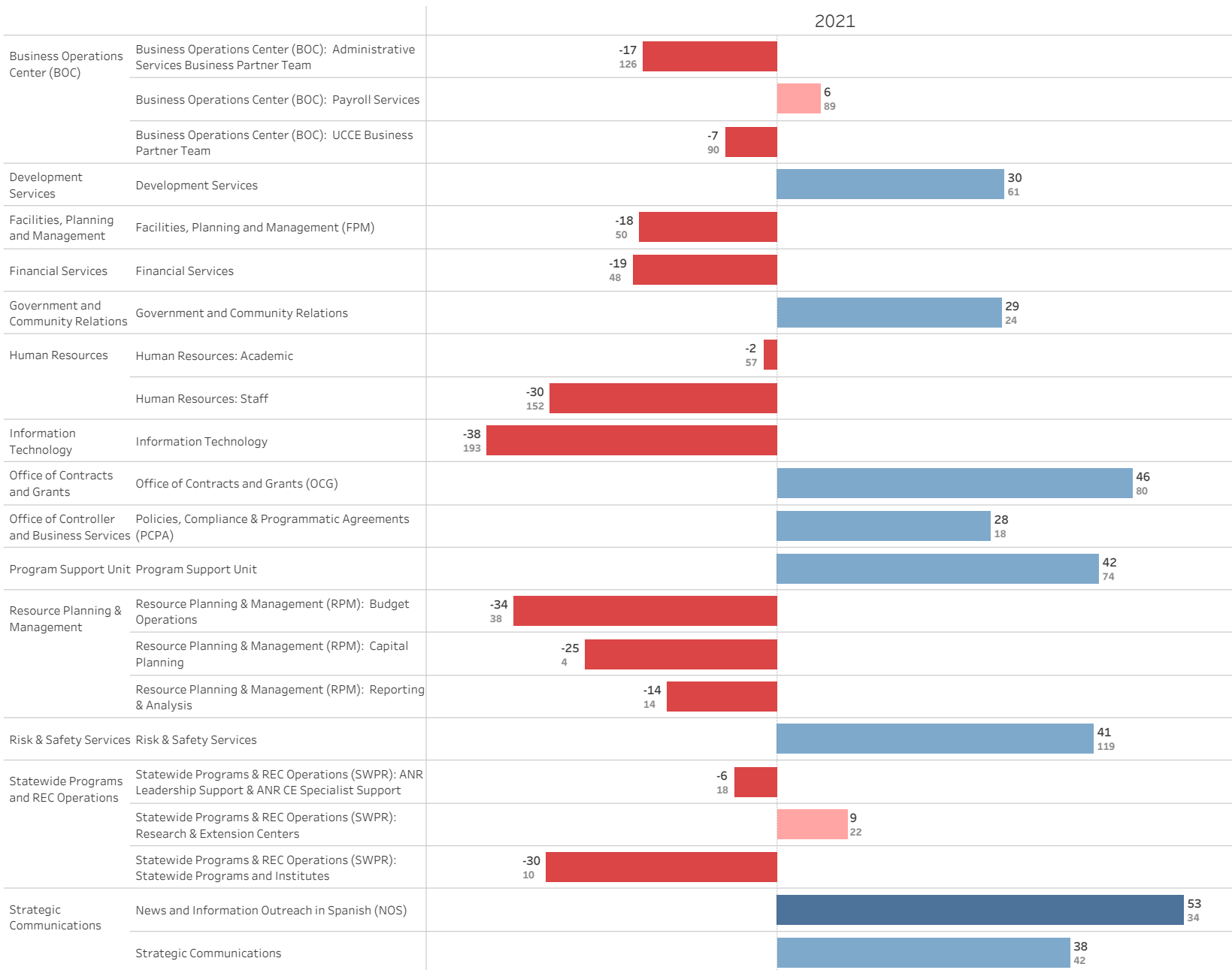
Below 3.00 - Low | 3.00 to 3.59 - Marginal | 3.60 to 4.29 - Good | 4.30 & above - Excellent

		Overall Satisfaction	Understands My Needs and Requirements	Accessible to Customers	Responds to Requests Within an Acceptable Timeframe	Provides Effective Advice, Guidance	Facilitates Problem Resolution	Knowledgeable Staff	Helpful Staff	Effectively Uses Websites, Online Documentation	Moving in a Positive Direction	Approval Time	Approval Workflow Process	Clarity of Policy	Clear Procedures	Client Service	Communication	Training for Clientele
Business Operations Center (BOC)	Business Operations Center (BOC): Administrative Services Business Partner Team	3.39	3.31	3.41	3.31	3.22	3.29	3.43	3.61	3.04	3.35	3.13	2.97	2.94	2.76	3.29	3.17	2.89
	Business Operations Center (BOC): Payroll Services	3.74	3.76	3.60	3.54	3.75	3.73	3.87	3.84	3.48	3.66	3.69	3.60	3.56	3.48	3.67	3.59	3.50
	Business Operations Center (BOC): UCCE Business Partner Team	3.43	3.33	3.53	3.47	3.43	3.49	3.41	3.74	3.14	3.58	3.31	3.34	3.09	3.11	3.52	3.43	3.37
Development Services	Development Services	3.56	3.61	4.08	3.96	3.79	3.67	3.97	3.98	3.52	3.72	3.64	3.67	3.40	3.65	3.78	3.90	3.50
Facilities, Planning and Management	Facilities, Planning and Management (FPM)	3.25	3.19	3.45	3.31	3.31	3.32	3.67	3.57	2.94	3.13	2.98	3.03	2.98	3.09	3.30	3.31	3.17
Financial Services	Financial Services	3.25	3.14	3.35	3.22	3.29	3.35	3.53	3.50	3.13	3.33	3.14	3.24	3.06	2.96	3.38	3.17	3.06
Government and Community Relations	Government and Community Relations	3.73	3.62	4.00	3.85	3.85	3.86	4.36	4.12	3.69	3.78	3.64	3.46	3.43	3.63	3.74	3.92	3.65
Human Resources	Human Resources: Academic	3.43	3.46	3.50	3.44	3.53	3.56	3.62	3.68	3.40	3.33	3.23	3.31	3.24	3.26	3.45	3.46	3.22
	Human Resources: Staff	2.94	3.13	2.99	2.75	3.16	3.14	3.47	3.43	2.87	3.02	2.43	2.52	3.02	2.93	3.00	3.01	2.69
Information Technology	Information Technology	2.82	3.04	2.89	2.71	3.08	3.10	3.52	3.27	2.86	2.87	2.64	2.73	2.96	2.84	2.84	2.89	2.57
Office of Contracts and Grants	Office of Contracts and Grants (OCG)	4.12	4.21	4.28	4.15	4.27	4.28	4.50	4.47	3.72	3.94	3.83	3.87	3.93	3.96	4.22	4.20	4.00
Office of Controller and Business Services	Policies, Compliance & Programmatic Agreements (PCPA)	3.86	3.80	3.95	3.62	3.95	4.11	4.25	3.95	3.38	3.83	3.63	3.71	3.85	3.85	3.89	3.90	3.45
Program Support Unit	Program Support Unit	4.06	4.13	4.18	4.05	4.19	4.20	4.32	4.34	4.05	4.04	3.83	3.94	3.83	3.85	4.16	3.99	3.89
Resource Planning & Management	Resource Planning & Management (RPM): Budget Operations	3.22	3.10	3.38	3.21	3.41	3.29	3.59	3.62	2.80	3.21	2.68	2.70	3.03	2.90	3.35	3.11	2.88
	Resource Planning & Management (RPM): Capital Planning	3.33	3.17	3.67	3.33	3.33	3.40	3.17	3.33	2.80	3.20	3.00	3.00	3.33	3.17	3.33	3.33	2.75
	Resource Planning & Management (RPM): Reporting & Analysis	3.57	3.57	3.71	3.77	3.69	3.91	3.80	4.00	3.40	3.64	3.33	3.25	3.29	3.27	3.71	3.60	2.88
Risk & Safety Services	Risk & Safety Services	4.02	3.97	4.02	3.91	4.11	4.12	4.23	4.24	4.02	3.97	3.87	3.96	3.87	3.91	4.11	4.06	3.85
Statewide Programs and REC Operations	Statewide Programs & REC Operations (SWPR): ANR Leadership Support & ANR CE...	3.35	3.30	3.65	3.60	3.30	3.40	3.55	3.42	3.36	3.22	3.31	3.43	3.47	3.16	3.21	3.05	3.21
	Statewide Programs & REC Operations (SWPR): Research & Extension Centers	3.88	3.76	4.13	3.86	3.88	3.91	4.00	4.08	3.53	3.67	3.70	3.58	3.57	3.58	3.92	3.83	3.81
	Statewide Programs & REC Operations (SWPR): Statewide Programs and Institutes	3.13	3.13	3.54	3.46	3.50	3.33	3.75	3.58	3.33	3.27	3.17	3.17	3.10	3.08	3.25	3.42	3.43
Strategic Communications	News and Information Outreach in Spanish (NOS)	4.08	4.09	4.09	3.97	4.15	4.15	4.32	4.35	4.00	4.12	4.05	4.25	3.95	4.04	4.06	4.03	4.17
	Strategic Communications	3.89	3.78	4.11	4.16	3.91	4.03	4.11	4.18	3.84	3.95	4.05	3.79	3.68	3.65	3.95	4.00	3.71
Grand Total		3.47	3.50	3.56	3.43	3.57	3.58	3.79	3.79	3.33	3.48	3.24	3.26	3.32	3.29	3.51	3.47	3.27

UCANR Net Promoter Score Trends by Unit

Academic/Faculty Staff

(Net Promoter Score is the % of detractors subtracted from the % of Promoters) Below 0 - Low | 0-19 - Marginal | 20-49 - Good | 50 & above - Excellent



2021 UCANR Strengths and Opportunities Academic/Faculty Staff

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 Resol..	Knowledgeable Staff	Helpful Staff	Effectively Uses Website..	Moving in a Positive..	Clarity of Policy	Client Service	Comm..	Clear Procedures	Approval Time	Approval Workflow Pro..	Training for Client tele
Business Operations Center (BOC)	Business Operations Center (BOC): Administrative Services Business Partner Team	IS	IS	IS	IS	IS	ST	IS	PO	IS	SO	IS	SO	SO	SO	SO	SO
	Business Operations Center (BOC): Payroll Services	IS	PO	SO	IS	IS	IS	IS	SO	IS	SO	IS	PO	SO	ST	SO	SO
	Business Operations Center (BOC): UCCE Business Partner Team	PO	IS	ST	IS	ST	IS	ST	SO	ST	SO	IS	IS	PO	SO	SO	SO
Development Services	Development Services	PO	ST	ST	IS	PO	IS	IS	SO	PO	SO	IS	ST	SO	PO	PO	SO
Facilities, Planning and Management	Facilities, Planning and Management (FPM)	PO	IS	ST	IS	IS	ST	ST	SO	PO	SO	ST	IS	SO	SO	SO	PO
Financial Services	Financial Services	PO	ST	SO	IS	ST	IS	ST	PO	IS	SO	ST	SO	SO	PO	IS	PO
Government and Community Relations	Government and Community Relations	PO	ST	IS	ST	ST	ST	ST	PO	PO	PO	PO	ST	PO	SO	PO	PO
Human Resources	Human Resources: Academic	IS	IS	IS	ST	IS	ST	ST	SO	SO	SO	IS	ST	PO	SO	SO	SO
	Human Resources: Staff	IS	ST	PO	ST	IS	ST	ST	SO	IS	ST	IS	IS	SO	SO	SO	SO
Information Technology	Information Technology	IS	SO	SO	IS	IS	ST	ST	SO	PO	ST	PO	PO	SO	PO	PO	PO
Office of Contracts and Grants	Office of Contracts and Grants (OCG)	IS	IS	IS	IS	IS	ST	IS	SO	PO	SO	IS	IS	SO	PO	PO	SO
Office of Controller and Business Services	Policies, Compliance & Programmatic Agreements (PCPA)	PO	IS	PO	IS	IS	IS	IS	SO	IS	ST	ST	IS	IS	SO	PO	SO
Program Support Unit	Program Support Unit	IS	IS	PO	IS	IS	ST	IS	SO	SO	SO	IS	PO	SO	SO	SO	PO
Resource Planning & Management	Resource Planning & Management (RPM): Budget Operations	PO	IS	ST	IS	IS	ST	ST	SO	IS	SO	IS	SO	SO	SO	SO	PO
	Resource Planning & Management (RPM): Capital Planning	PO	IS	IS	IS	IS	PO	IS	SO	PO	IS	IS	IS	SO	SO	SO	SO
	Resource Planning & Management (RPM): Reporting & Analysis	IS	ST	IS	ST	ST	IS	IS	PO	IS	PO	IS	IS	PO	SO	PO	SO
Risk & Safety Services	Risk & Safety Services	PO	ST	SO	IS	IS	ST	IS	ST	PO	SO	IS	IS	SO	SO	SO	SO
Statewide Programs and REC Operations	Statewide Programs & REC Operations (SWPR): ANR Leadership Support & ANR CE Specialist Support	PO	ST	ST	PO	IS	ST	IS	IS	PO	ST	PO	SO	PO	SO	IS	SO
	Statewide Programs & REC Operations (SWPR): Research & Extension Centers	SO	IS	IS	IS	IS	ST	ST	SO	SO	SO	IS	IS	PO	PO	PO	ST
	Statewide Programs & REC Operations (SWPR): Statewide Programs and Institutes	PO	IS	IS	ST	SO	IS	IS	SO	SO	SO	PO	IS	PO	SO	SO	ST
Strategic Communications	News and Information Outreach in Spanish (NOS)	PO	PO	PO	IS	IS	ST	ST	SO	IS	PO	PO	PO	SO	SO	ST	ST
	Strategic Communications	PO	ST	ST	PO	IS	IS	ST	PO	IS	SO	ST	IS	PO	ST	PO	SO

ST (Strength) - Higher than average mean score, lower than average correlation. "Keep up the good work"

IS (Influential Strengths) - Higher than average mean score, higher than average correlation. "Keep an eye on"

SO (Secondary Opportunities) - Lower than average mean score, lower than average correlation. "Low Priority"

PO (Primary Opportunities) - Lower than average mean score, higher than average correlation. "Concentrate Efforts"

UCANR Strengths and Opportunities

Academic/Faculty Staff

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

ST (Strength) - Higher than average mean score, lower than average correlation. "Keep up the good work"

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PO (Primary Opportunities) - Lower than average mean score, higher than average correlation. "Concentrate Efforts"

Survey Area	Department	Question Class Long	2021
Business Operations Center (BOC)	Business Operations Center (BOC): Administrative Services Business Partner Team	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	IS
		Clarity of Policy	SO
		Client Service	IS
		Communication	SO
		Clear Procedures	SO
		Approval Time	SO
		Approval Workflow Process	SO
Training for Clientele	SO		
Business Operations Center (BOC): Payroll Services	Business Operations Center (BOC): Payroll Services	Understands My Needs and Requirements	IS
		Accessible to Customers	PO
		Responds to Requests Within an Acceptable Time Frame	SO
		Provides Effective Advice, Guidance	IS
		Facilitates Problem Resolution	IS
		Knowledgeable Staff	IS
		Helpful Staff	IS
		Effectively Uses Websites, Online Documentation	SO
		Moving in a Positive Direction	IS
		Clarity of Policy	SO
		Client Service	IS
		Communication	PO
		Clear Procedures	SO
		Approval Time	ST
		Approval Workflow Process	SO
Training for Clientele	SO		
Business Operations Center (BOC): UCCE Business Partner Team	Business Operations Center (BOC): UCCE Business Partner Team	Understands My Needs and Requirements	PO
		Accessible to Customers	IS
		Responds to Requests Within an Acceptable Time Frame	ST
		Provides Effective Advice, Guidance	IS
		Facilitates Problem Resolution	ST
		Knowledgeable Staff	IS
		Helpful Staff	ST
		Effectively Uses Websites, Online Documentation	SO
		Moving in a Positive Direction	ST
		Clarity of Policy	SO
Client Service	IS		

2021 UCANR Unit Rankings for Overall Customer Satisfaction

Academic/Faculty Staff

Standard Satisfaction Question Overall

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

N of Responses

Rank	Department	Mean	N of Responses
1	Office of Contracts and Grants (OCG)	4.12	85
2	News and Information Outreach in Spanish (NOS)	4.08	38
3	Program Support Unit	4.06	79
4	Risk & Safety Services	4.02	122
5	Strategic Communications	3.89	46
6	Statewide Programs & REC Operations (SWPR): Research & Extension Centers	3.88	27
7	Policies, Compliance & Programmatic Agreements (PCPA)	3.86	22
8	Business Operations Center (BOC): Payroll Services	3.74	96
9	Government and Community Relations	3.73	28
10	Resource Planning & Management (RPM): Reporting & Analysis	3.57	15
11	Development Services	3.56	63
12	Human Resources: Academic	3.43	59
13	Business Operations Center (BOC): UCCE Business Partner Team	3.43	94
14	Business Operations Center (BOC): Administrative Services Business Partner Team	3.39	130
15	Statewide Programs & REC Operations (SWPR): ANR Leadership Support & ANR CE Specialist Support	3.35	24
16	Resource Planning & Management (RPM): Capital Planning	3.33	8
17	Financial Services	3.25	52
18	Facilities, Planning and Management (FPM)	3.25	52
19	Resource Planning & Management (RPM): Budget Operations	3.22	42
20	Statewide Programs & REC Operations (SWPR): Statewide Programs and Institutes	3.13	16
21	Human Resources: Staff	2.94	157
22	Information Technology	2.82	202

Satisfaction Mean Score Trends by Unit

Academic/Faculty Staff

Selected Questions

All

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












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

Survey Area	Survey Sub Area	Department	Question Class Long	2021
Business Operations Center (BOC)	Administrative Services Business Partner Team	Business Operations Center (BOC): Administrative Services Business Partner Team	Overall Satisfaction	3.39
			Understands My Needs and Requirements	3.31
			Accessible to Customers	3.41
			Provides Effective Advice, Guidance	3.22
			Responds to Requests Within an Acceptable Time Frame	3.31
			Facilitates Problem Resolution	3.29
			Knowledgeable Staff	3.43
			Helpful Staff	3.61
			Effectively Uses Websites, Online Documentation	3.04
			Moving in a Positive Direction	3.35
			Clarity of Policy	2.94
			Client Service	3.29
			Communication	3.17
			Clear Procedures	2.76
			Approval Time	3.13
			Approval Workflow Process	2.97
			Training for Clientele	2.89
			Overall Satisfaction	3.74
			Understands My Needs and Requirements	3.76
			Accessible to Customers	3.60
	Provides Effective Advice, Guidance	3.75		
	Responds to Requests Within an Acceptable Time Frame	3.54		
	Facilitates Problem Resolution	3.73		
	Knowledgeable Staff	3.87		
	Helpful Staff	3.84		
	Effectively Uses Websites, Online Documentation	3.48		
	Moving in a Positive Direction	3.66		
	Clarity of Policy	3.56		
	Client Service	3.67		
	Communication	3.59		
	Clear Procedures	3.48		
	Approval Time	3.69		
	Approval Workflow Process	3.60		
	Training for Clientele	3.50		
	Overall Satisfaction	3.43		
	Understands My Needs and Requirements	3.33		
	Accessible to Customers	3.53		
	Provides Effective Advice, Guidance	3.43		
	Responds to Requests Within an Acceptable Time Frame	3.47		
	Facilitates Problem Resolution	3.49		
Knowledgeable Staff	3.41			
Helpful Staff	3.74			
Effectively Uses Websites, Online Documentation	3.14			
Moving in a Positive Direction	3.58			
Clarity of Policy	3.09			
Client Service	3.52			
Communication	3.43			
Clear Procedures	3.11			
Approval Time	3.31			

University Business and Financial Services Cohorts

Cal State University Cal Poly, Administration and Finance
 Cal State University Chancellor's Office, Business and Finance
 Cal State University Fullerton, Administration and Finance
 Cal State University San Marcos, Finance and Administrative Services
 Logan University
 Sacramento State, Administration and Business Affairs
 UC Davis, Division of Finance, Operations, and Administration
 UC Irvine, Office of Information Technology
 UC Riverside, Business and Administrative Services
 UC Santa Barbara, Administrative Services
 UC San Diego, Chief Financial Officer, Resource Management and Planning, Student Services
 University of Washington, Office of the Provost and Executive Vice President

University	Campus Size (Acres)	Undergrad Enrollment	Undergrad Majors	Academic/Faculty	Staff	Size
University of Washington	703	32,594	180	5,803	16,174	Large
UC San Diego	2,141	30,285	140	10,625	19,939	Large
UC Davis	7,309	30,718	102	9,535	18,246	Large
UC Irvine	1,527	29,566	81	6,877	10,994	Large
UC Santa Barbara	1,055	23,070	68	4,125	3,643	Medium
UC Riverside	1,931	20,581	65	3,857	3,053	Medium
CSU Fullerton	236	34,468	57	2,051	1,597	Medium
Cal Poly SLO	9,678	21,306	100	1,289	1,560	Medium
CSU San Marcos	340	13,394	39	851	815	Small
Sacramento State	300	28,251	63	1,655	1,463	Small
CSU Chancellor's Office	NA	NA	NA	NA	NA	NA
Logan University	112	279	2	126	176	Small

Client	Survey Benchmark Type	Survey Date Time	Survey Title	Response Count	
UCR	CSS	September 11, 2017	UC Riverside Business & Administrative Services - Clien..	1,534	
UW	CSS	January 28, 2019	TAP Central Administrative Unit Customer Service Surv..	10,575	
CSUSM	CSS	February 20, 2019	2019 CSU San Marcos CSS	1,805	
UCI	CSS-FACULTY-STAFF-ONLY	March 26, 2019	UC Irvine Office of Information Technology Customer S..	1,304	
UCSB	CSS	October 8, 2019	Administrative Services Faculty and Staff Customer Sati..	1,190	
CSUS	CSS	October 28, 2019	Sacramento State Staff Customer Satisfaction Survey	92	
LOGU	CSS	October 26, 2020	2020 Logan University Customer Service Survey	314	
UCSD	CSS-STUDENT-ONLY	January 20, 2021	UC San Diego - Student Satisfaction Survey	4,303	
UCD	CSS	February 17, 2021	2021 UC Davis Academic and Staff Satisfaction Survey	1,785	
CSUF	CSS	March 2, 2021	2021 Administration & Finance Customer Satisfaction S..	2,042	
UCD	CSS-STUDENT-ONLY	March 29, 2021	2021 UC Davis Student Satisfaction Survey	3,318	

Benchmark Report for UCANR

UCANR departments highlighted in **dark blue**

Academic/Faculty Staff

Benchmark Question
Overall

Benchmark 1	Benchmark 2	Benchmark 3	Department	Client	Score
			Office of the Vice President, Finance & Administrative Services	CSUSM	4.38
			General Support Services	LOGU	4.29
			Records Management & Compliance Services	UW	4.28
			Office of the Vice President, Student Affairs	CSUSM	4.24
			Policy & Records Administration	UCSD	4.12
			VP's Office of Administration & Finance	CSUF	4.04
			CSU Policy Library	CSUCO	3.88
Advisory Services	Admin & Strategic Initiatives Support	Administrative Support	Statewide Programs & REC Operations (SWPR): Research & Ex..	UCANR	3.88
			Policies, Compliance & Programmatic Agreements (PCPA)	UCANR	3.86
			Strategic Performance & Continuous Improvement	LOGU	3.78
			Consulting Services	UW	3.75
			Government and Community Relations	UCANR	3.73
			Policy Development Process	UW	3.59
			Statewide Programs & REC Operations (SWPR): ANR Leadershi..	UCANR	3.35
			Statewide Programs & REC Operations (SWPR): Statewide Pro..	UCANR	3.13
			FOA Communications	UCD	4.41
			Marketing & Communications	LOGU	4.18
			Office of Communications	CSUSM	4.13
			News and Information Outreach in Spanish (NOS)	UCANR	4.08
			UW Insider	UW	3.98
	Communications	Communications, Media, Marketing	"UW Today" daily email	UW	3.95
			Strategic Communications	UCANR	3.89
			uw.edu/brand	UW	3.87
			Digest bi-weekly electronic newsletter	UW	3.75
			"Brand Matters" Newsletter	UW	3.71
Auxiliary Services			UMAC Communities of Practice	UW	3.61
			Performing Arts Center	CALPOLYSLO	4.73
			Conference & Hospitality Services/The Club and Guest House	UCSB	4.23
			Conference, Events & Catering (Hospitality Services)	UCR	4.18
			Conference and Event Services	UCD	4.12
			Memorial Union	UCD	4.09
	Events, Conference	Events, Conference Planning & Services	Program Support Unit	UCANR	4.06
			Event & Conference Services	CSUSM	4.03
			University Centers	UCSD	3.98
			Purser/Logan Events	LOGU	3.96
			Symposium	LOGU	3.68
			Planning and Design	CSUCO	4.38
			CPDC Executive Unit	CSUCO	4.25
Facilities	Facilities Planning	Facilities Planning	Capital and Space Planning	UCD	3.92
			Campus Planning	UCSD	3.88

Academic/Faculty Staff

Office of Contracts and Grants (OCG)

Comparison with Sponsored Programs, Pre-Award Benchmark

