

2023 ANR Administrative and Support Services Customer Satisfaction Survey

Publishing				
PRIMARY OPPORTUNITIES			ACTIONS TAKEN/IN PROCESS	OUTCOME/HIGHLIGHTS
Prior Year (####)	Current Year (2024)	PO Identified		
n/a	3.10	Moving In a Postive Direction to better suit my needs	Completion of reorg and hiring of two new staff as of November 2024, implementation of title management database for better tracking of publications and communication to authors. Greater professionalisation of our service.	Ensuring that all our submitted publications adhere to a single standard requirement resulting in a smoother transition through production. This is a positive change in theory until it affects an author directly.
n/a	2.71	Approval Time	Working with CAB to address backlogs in peer review although much of this is beyond my depts control, this negatively impacts our rating.	One book that was stuck in review for 3 years is now ready for production.
n/a	2.77	Approval Workflow Process	Better one on one communication with authors about our processes both pre and post publication. This helps set expectations around timeline, but also that authors participation in the process to ensure that process runs on time.	
3.65	4.30	Effective Website	Changed landing page	More website visitors

ADDITIONAL OPPORTUNITIES IDENTIFIED (e.g. verbatim/themed comments, secondary opportunities)	ACTIONS TAKEN/IN PROCESS	OUTCOME/HIGHLIGHTS
Clarity of Policy	Now that we are fully staffed there is the bandwith to undertake improvements in communication around our workflow, update our website, etc	
Clear Procedures	Now that we are fully staffed there is the bandwith to undertake improvements in communication around our workflow, update our website, etc	