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ACADEMIC INSIGHT



Special Edition - Satisfaction Survey 2020

Greetings!

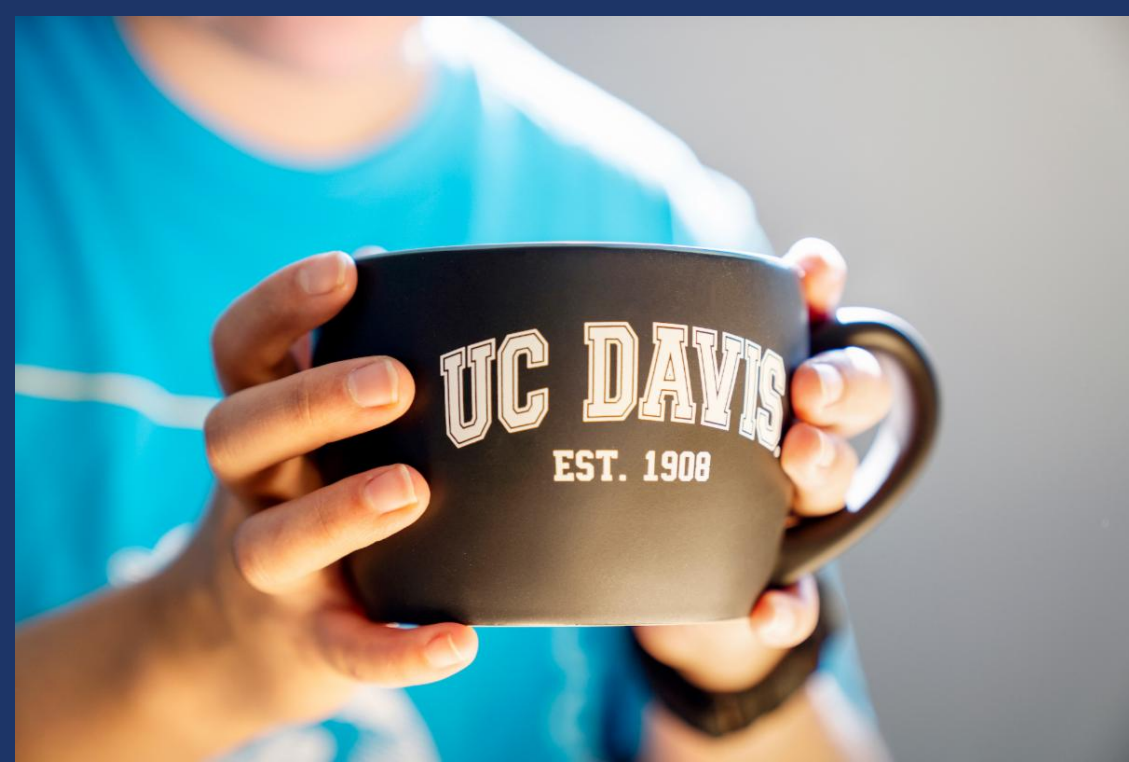
This year, we are joining the third annual UC Davis Academic and Staff Satisfaction Survey. As a member of our academic community, your input is important to help us evaluate and consider improvements to our services. We would like to learn more about your experience with services our office provided in 2019.



Please help us by taking the **Satisfaction Survey** and **selecting** Academic Affairs to provide your feedback. Your confidential responses will help us understand how to better serve you. The survey is also a chance to let us know what we're doing right, and if any of our team members deserve special recognition.

You will receive an email invitation to take the **Academic and Staff Satisfaction Survey** today, February 19. This email will contain your *unique* access code. You will have until **March 11** to complete your responses. **Learn more by [clicking here](#)** .

Our Gift to YOU



We know your time is valuable, so we offer a choice of gifts for all who complete the UC Davis Academic and Staff Satisfaction Survey while supplies last. You can get your choice of lunch tote, mug or custom UC Davis T-shirt. You will also receive a coupon for \$5 off a \$20 purchase at the UC Davis Campus Store (exclusions apply).

Learn these insider tips for snagging the best survey gift. And if you're finding it difficult to get away to redeem your gift, we recommend selecting one person from your office to collect all co-workers' barcodes and make a trip to **one of the two pick-up locations** by **March 26**.

Take a Closer Look at 2019 Survey Results

Curious to see how other administrative services fared on last year's Satisfaction Survey? You're invited to **take a look at the results** and review action plans. Explore how services you use frequently fared and sort results based on type of respondent. These are the kinds of feedback we look forward to receiving when you complete the survey and select to rate us. Your feedback helps the university continually assess the effectiveness of our services.

| 2019 Overall Score | 2018 Overall Score | Overall Change |
|--------------------|--------------------|-------------------|
| 3.80 | 3.71 | ▲ 0.09 |
| 2019 Respondents | 2018 Respondents | Respondent Change |
| 7,492 | 6,905 | ▲ 587 |

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