

## **Academic Human Resources 2007 Customer Satisfaction Survey**

### **Analysis**

The results of our customer satisfaction survey indicate that while almost half of respondents expressed overall satisfaction with Academic Human Resources (49%), significant opportunities for improvement exist.

Respondents acknowledged the following areas of strength:

- responding to questions in an appropriate and timely manner
- providing information on faculty recruitment issues and pay policies

Respondents indicated that the following areas needed improvement:

- training, especially for Deans and other administrators
- information regarding faculty evaluation issues

### **Academic Human Resources Goals for 2008**

Based on feedback from the Customer Satisfaction Survey, we will focus on:

- improving communication with constituents with a particular focus on improving technical letters
- consistency of responses to requests for assistance from the campuses
- sharing information in a timely manner
- consulting with constituents

See a summary of [quantitative results](#).