UC San Diego - Academic and Staff Customer Satisfaction Survey
Library

The Library provides UC San Diego with information resources and services tailored to meet campus needs. The Library provides access to more than 7 million scholarly and educational resources and provides services that enable faculty, students and staff to effectively discover, evaluate and use these and other materials. The Library manages the Geisel and Biomedical Library buildings in support of campus teaching, learning and scholarship.

2021

202
respondents

2020
278
respondents

Strengths

Responds to Requests Within an Acceptable Time Frame
Knowledgeable Specialists
Course Reserves & Instructional Support

Opportunities

Facilities that Support My Work
Moving in a Positive Direction
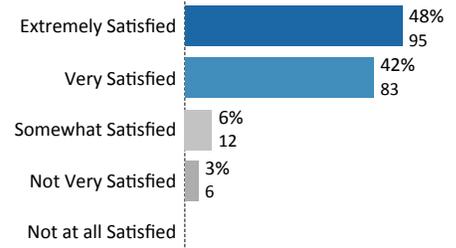Tool & Services for Research

Overall Satisfaction

Thinking of your OVERALL experience with this department, how would you rate your satisfaction with it during the past 12 months in meeting your department's needs?

4.36
mean

Standard Deviation
0.73

Extremely Satisfied		48% / 95
Very Satisfied		42% / 83
Somewhat Satisfied		6% / 12
Not Very Satisfied		3% / 6
Not at all Satisfied		

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

#	Question	2019	2020	2021	2021 change from prior year
1	Thinking of your OVERALL experience with the Library, how would you rate your satisfaction with it in meeting your department's needs during the past 12 months?	4.38	4.38	4.36	
2	Collections of online and print resources that meet my needs	4.26	4.25	4.28	
3	Responsive to requests within an acceptable time frame	4.43	4.48	4.34	
4	Library facilities that support my work	4.34	4.36	4.26	
5	Helpful service desk staff	4.53	4.54	4.51	
6	Access to knowledgeable subject specialists	4.46	4.49	4.40	
7	Tools and services for managing my research data	4.39	4.49	4.26	★
8	Course reserves and other instructional support (e.g., librarians visiting your class to teach students about library research)	4.42	4.43	4.41	
9	A website that I can easily navigate to get to needed Library resources and services	4.04	3.99	3.95	
10	Library's efforts to keep me informed about its news and events	4.12	4.15	4.15	
11	Moving in a positive direction to meet my needs	4.23	4.23	4.23	

Mean Score

★ Change from prior year is statistically significant

Change - Increase/Decrease of 0.09 or greater

Background

- 2021 was the 28th annual Academic & Staff Customer Satisfaction Survey
- Total 15,190 - 10,851 Staff, 4,339 Academic Personnel/Faculty were invited to take the survey; 2,537 (17%) responded - Staff (20%), Academic (10%)
- Survey Period: October 20 to November 24, 2021
- 74 areas from 9 Vice Chancellor areas participated
- 10 standard satisfaction questions + 1 Net Promoter Score + up to 3 supplemental questions were asked in each survey area
- Open-ended questions: 2 standard (like best, see improve) plus up to 2 burning questions for each area
- 2 satisfaction questions re services provided during the COVID-19 restrictions (Optional for some departments)
- Contact customersatsurvey@ucsd.edu if you have questions about this report or would like additional in-depth analysis of your data
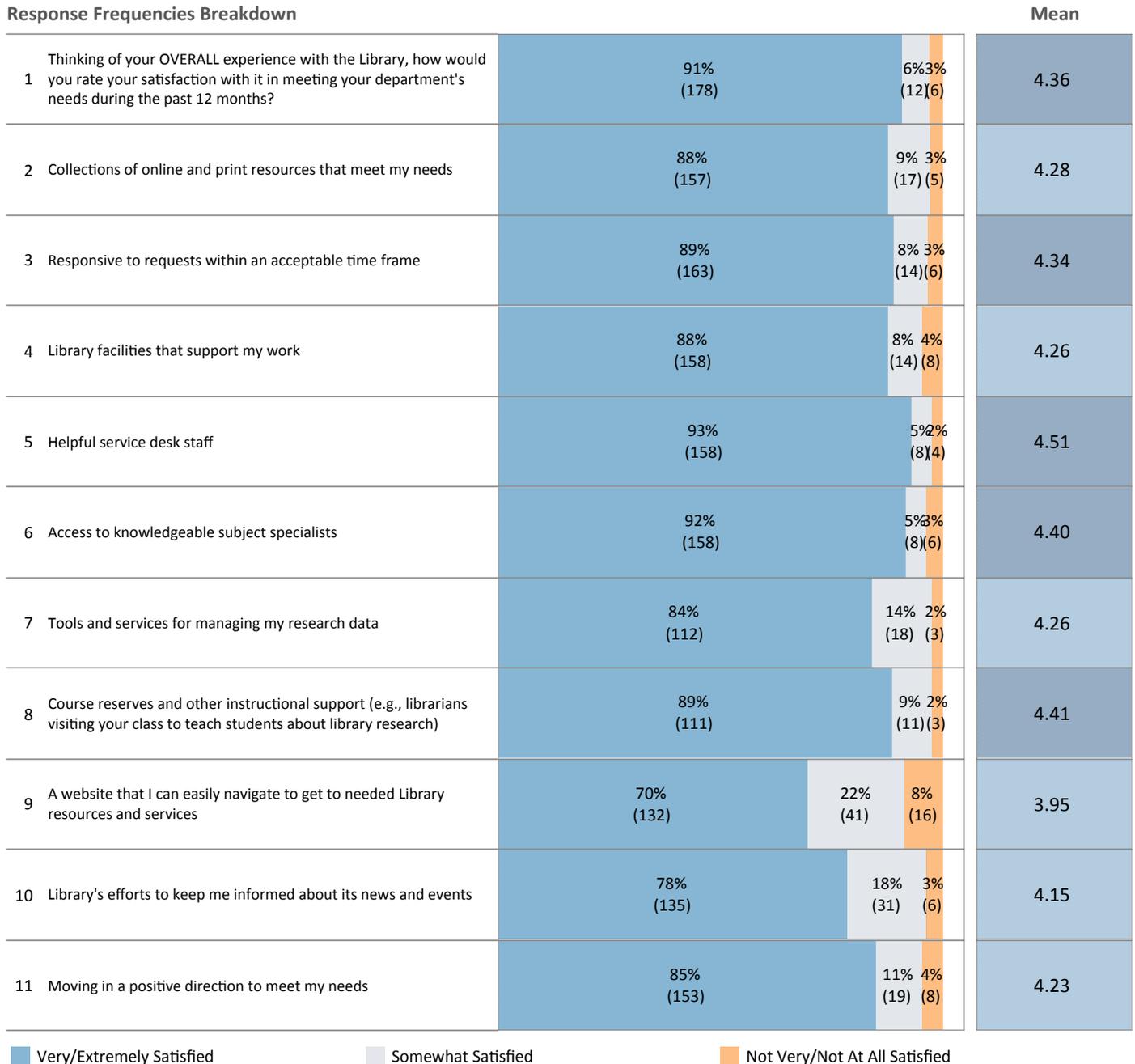
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2021 Satisfaction Question Response Frequencies

	Response Frequencies Breakdown	Very/Extremely Satisfied	Somewhat Satisfied	Not Very/Not At All Satisfied	Mean
1	Thinking of your OVERALL experience with the Library, how would you rate your satisfaction with it in meeting your department's needs during the past 12 months?	91% (178)	6% (12)	3% (6)	4.36
2	Collections of online and print resources that meet my needs	88% (157)	9% (17)	3% (5)	4.28
3	Responsive to requests within an acceptable time frame	89% (163)	8% (14)	3% (6)	4.34
4	Library facilities that support my work	88% (158)	8% (14)	4% (8)	4.26
5	Helpful service desk staff	93% (158)	5% (8)	2% (4)	4.51
6	Access to knowledgeable subject specialists	92% (158)	5% (8)	3% (6)	4.40
7	Tools and services for managing my research data	84% (112)	14% (18)	2% (3)	4.26
8	Course reserves and other instructional support (e.g., librarians visiting your class to teach students about library research)	89% (111)	9% (11)	2% (3)	4.41
9	A website that I can easily navigate to get to needed Library resources and services	70% (132)	22% (41)	8% (16)	3.95
10	Library's efforts to keep me informed about its news and events	78% (135)	18% (31)	3% (6)	4.15
11	Moving in a positive direction to meet my needs	85% (153)	11% (19)	4% (8)	4.23

- **Very/Extremely Satisfied**
- **Somewhat Satisfied**
- **Not Very/Not At All Satisfied**

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

Rating of services since COVID-19 restrictions were in place in March 2020

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

		2020	2021
1	The Library has provided adequate substitutes or approximations of services that have been limited by COVID-19 restrictions	4.18	4.27
2	The Library staff use best COVID-19 safety practices for any in-person interactions (e.g., mask-wearing, social distancing, sanitizing surfaces)	4.51	4.49

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Net Promoter Score

Below 0 - Low | **0-19 - Marginal** | **20-49 - Good** | **50 & above - Excellent**

The Customer Satisfaction Survey includes the question **"How likely is that you would share a positive impression of the Library with other colleagues? (10 being extremely likely and 0 being not at all likely)"** answered on a scale from 0 to 10. The Net Promoter Score is calculated as follows: the percent falling in the lowest segment (red section below) is subtracted from the percent falling in the highest segment (blue section below) to determine the Net Promoter (NPS) score.

2019	2020	2021
56 NPS	50 NPS	53 NPS
64.0% - 7.5% = 56	59.2% - 9.2% = 50	62.0% - 8.9% = 53

NPS Breakdown for 2021

		Detractor						Passive		Promoter	
0	**1**	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**	**10**
1%		2%	2%		3%	2%	5%	24%	21%	41%
2		3	3		5	4	10	46	41	78

About NPS

The Net Promoter Score (NPS) is widely used in business to determine growth potential [1]. Different types of customers can have positive or negative effects on the success of the survey unit. The NPS identifies them as follows:

Detractors
Score 0-6 on the Recommend question. These are dissatisfied customers who will not promote or recommend the survey unit at all and may provide negative information to others.

Passives
Score in the neutral sections of the Recommend question (7-8). These are passive, neutral customers, who, while perhaps satisfied, are likely to do nothing to actively contribute to the success of the survey unit.

Promoters
Score 9-10 on the Recommend question. These are satisfied and enthusiastic customers.

The NPS score can potentially range from +100, where all customers are Promoters, to -100, where all customers are Detractors. Evaluation of the NPS is based on the following scale:

Below 0 – LOW
0 to 19 – MARGINAL
20 to 49 – GOOD
50 & above - EXCELLENT

The cut-off points were developed by examining the distribution of NPS scores from over 300 survey departments rated by over 24,000 total customers from seven Universities (CSU Cal Poly, CSU Chancellor's Office, CSU Fullerton, CSU San Marcos, UC Davis, UC Riverside, and UC San Diego) participating in customer surveys. Along with Overall Satisfaction and unit Strengths and Opportunities, the NPS provides an externally-validated benchmark to help track progress over the course of future evaluations.

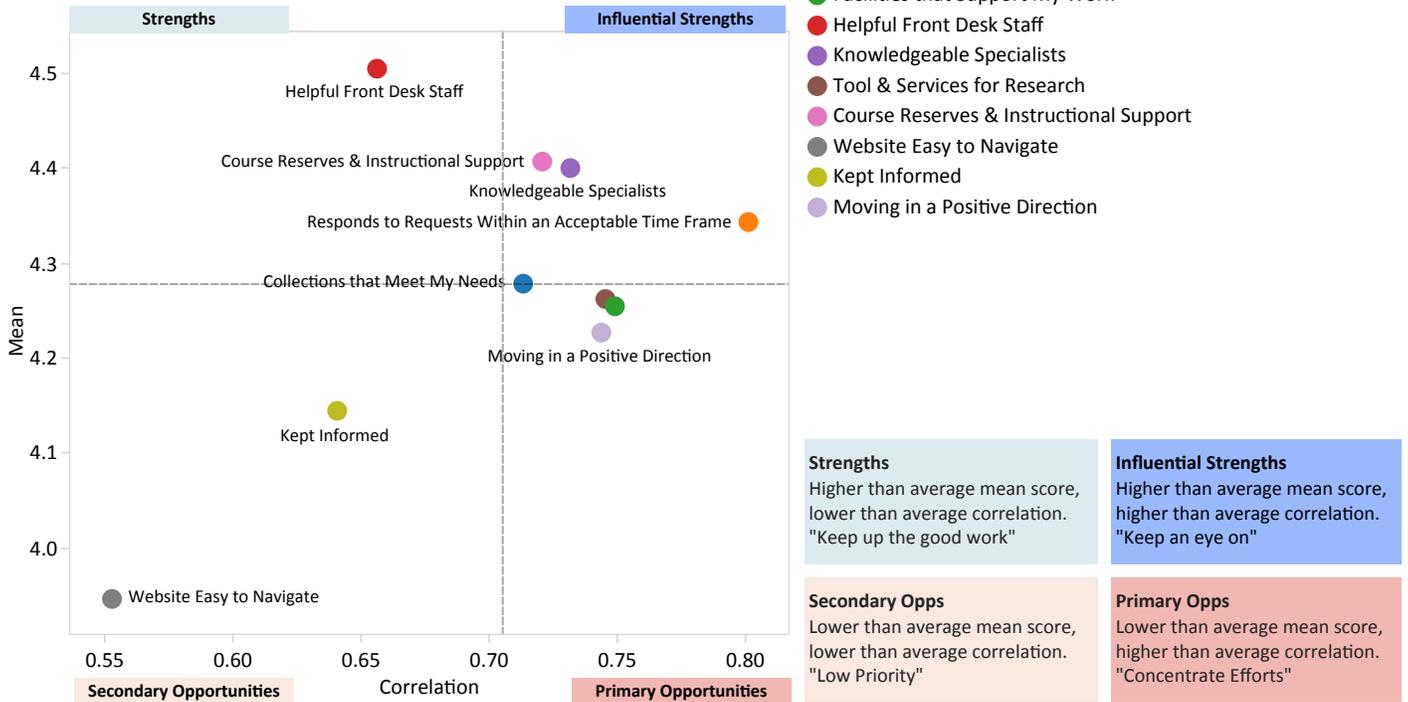[1] *Reichheld, Frederick F. (December 2003). "One Number You Need to Grow". Harvard Business Review.*

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Correlation with "Overall Satisfaction"

Strengths and Opportunities by Survey Question With Axes at the Average Question Mean and Average Question by "Overall Satisfaction" Correlation
Correlation Coefficient Average = **0.70,** Mean Average = **4.28**

Legend:
- 🔵 Collections that Meet My Needs
- 🟠 Responds to Requests Within an Acceptable Time Frame
- 🟢 Facilities that Support My Work
- 🔴 Helpful Front Desk Staff
- 🟣 Knowledgeable Specialists
- 🟤 Tool & Services for Research
- 🩷 Course Reserves & Instructional Support
- ⚫ Website Easy to Navigate
- 🟡 Kept Informed
- 🟪 Moving in a Positive Direction

Strengths
Higher than average mean score, lower than average correlation. "Keep up the good work"

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

Secondary Opps
Lower than average mean score, lower than average correlation. "Low Priority"

Primary Opps
Lower than average mean score, higher than average correlation. "Concentrate Efforts"

List of Strengths & Opportunities by Question   ST - Strength | IS - Influential Strength | PO - Primary Opportunity | SO - Secondary Opportunity

#	Question	Mean	Corr	Str/Opps
2	Collections of online and print resources that meet my needs	4.28	0.71	IS
3	Responsive to requests within an acceptable time frame	4.34	0.80	IS
4	Library facilities that support my work	4.26	0.75	PO
5	Helpful service desk staff	4.51	0.66	ST
6	Access to knowledgeable subject specialists	4.40	0.73	IS
7	Tools and services for managing my research data	4.26	0.74	PO
8	Course reserves and other instructional support (e.g., librarians visiting your class to teach students about library research)	4.41	0.72	IS
9	A website that I can easily navigate to get to needed Library resources and services	3.95	0.55	SO
10	Library's efforts to keep me informed about its news and events	4.15	0.64	SO
11	Moving in a positive direction to meet my needs	4.23	0.74	PO

Survey and analytics powered by Triton*lytics™*, Organizational Assessments and Strategy, UC San Diego

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

	Overall Satisfaction	Collections that Meet My Needs	Responds to Requests Within an Acceptable Time Frame	Facilities that Support My Work	Helpful Front Desk Staff	Knowledgeable Specialists	Tool & Services for Research	Course Reserves & Instructional Support	Website Easy to Navigate	Kept Informed	Moving in a Positive Direction
Academic/Faculty	4.28 (90)	4.21 (89)	4.27 (84)	4.20 (84)	4.51 (79)	4.38 (79)	4.20 (70)	4.32 (71)	3.97 (89)	4.16 (80)	4.25 (81)
Staff	4.43 (106)	4.34 (90)	4.40 (99)	4.30 (96)	4.51 (91)	4.42 (93)	4.33 (63)	4.52 (54)	3.93 (100)	4.13 (92)	4.21 (99)

Number of respondents in parenthesis: (n). The (n) is not shown when the number of respondents is fewer than five
Blank cells: respondents did not provide an answer to the question.

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Satisfaction Mean Scores by Division and Classification Below 3.00 - Low | 3.00 to 3.59 - Marginal | 3.60 to 4.29 - Good | 4.30 & above - Excellent

		Overall Satisfaction	Collections that Meet My Needs	Responds to Requests Within an Acceptable Time Frame	Facilities that Support My Work	Helpful Front Desk Staff	Knowledgeable Specialists	Tool & Services for Research	Course Reserves & Instructional Support	Website Easy to Navigate	Kept Informed	Moving in a Positive Direction
ADV CELL THERAPY LABORATORY	Staff	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
ANTHROPOLOGY	Academic/Faculty	4.00	2.67	3.33	3.33	3.67	3.33	3.33	4.00	3.00	3.67	4.00
BIOCIRCUITS INSTITUTE	Staff	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
BIOENGINEERING	Academic/Faculty		5.00							5.00		
BOOK STORE	Staff	3.67	4.00	3.67	3.67	4.00	4.00	3.67	4.00	3.67	3.67	3.67
BUSINESS AND FINANCIAL SERV.	Staff	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
CANCER CENTER	Academic/Faculty	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
CAPITAL PROGRAM MANAGEMENT	Staff	5.00		5.00	5.00		5.00				5.00	5.00
CELLULAR & MOLECULAR MEDICINE	Academic/Faculty	4.50	4.75	5.00	5.00	4.67	4.67	5.00	5.00	4.67	5.00	4.75
	Staff	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
CHEMISTRY & BIOCHEMISTRY	Staff	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
CLIMATE/ATMOS SCI/PHY OCEANOG	Academic/Faculty	2.00	3.00	3.00				3.00		2.00	2.00	
	Staff	5.00	4.00	5.00	3.50	5.00	5.00	4.00		3.00		
CLINICAL TRANSLA RESEARCH INST	Staff	5.00	5.00	5.00	5.00	3.00	4.00	4.00		3.00	3.00	4.00
CNTR COMPARATIVE IMMIGRATION	Staff	5.00		5.00		5.00				4.00	4.00	4.00
CNTR MEMORY & RECORDING RES	Staff	4.00	5.00	4.00	4.00	5.00				3.00	4.00	2.00
COGNITIVE SCIENCE	Academic/Faculty	5.00			5.00	5.00	5.00		5.00	3.00	4.00	4.00
	Staff	5.00		5.00	5.00		5.00			4.00	5.00	5.00
COMM CARE ADMINISTRATION	Staff	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
DESIGN LAB	Staff	5.00		5.00	5.00		5.00			4.00		4.00

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DIVISION OF BIOLOGICAL SCI.	Academic/Faculty	2.00	4.00	3.00	1.00	2.00			1.00	3.00	1.00	1.00
	Staff	5.00	5.00	5.00	5.00	5.00	5.00	5.00		4.00	4.00	5.00
ECONOMICS	Academic/Faculty	3.00	3.00	2.00	3.00	3.00		3.00	2.00	2.00	3.00	
EDUCATION STUDIES	Academic/Faculty	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
ELECT & COMPUTER ENG	Academic/Faculty	5.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
ETHNIC STUDIES	Academic/Faculty	5.00	5.00	5.00	5.00	5.00	5.00		5.00	5.00	5.00	5.00
EXTENSION	Staff	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
FAC PRAC ADMINISTRATION	Staff	5.00	5.00	5.00	4.50	4.50	5.00	5.00	5.00	5.00	5.00	5.00
FACILITIES MANAGEMENT	Staff	5.00	5.00	5.00	4.50	4.50	4.00	4.00	4.50	4.50	4.00	4.00
FACULTY PRACTICE SURGERY	Staff	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
HISTORY	Academic/Faculty	4.25	4.00	4.25	4.00	3.75	5.00	3.50	4.25	3.50	4.75	4.00
HOUSING/DINING/HOSPITALI..	Staff	3.00	3.00	3.00	3.00	3.00	3.00	4.00	3.00	4.00	3.00	4.00
HUMAN RESOURCES DEPT	Staff	5.00	4.00	4.00	4.00	5.00	5.00	4.00		4.00	4.00	4.00
IGPP	Academic/Faculty	5.00	5.00	5.00	5.00			5.00		4.00	3.00	5.00
IMPRINTS	Staff	5.00	5.00	5.00	5.00	5.00	5.00			3.00		
INFORMATION TECHNOLOGY SVCS	Staff	4.38 (8)	4.33 (6)	4.43 (7)	4.17 (6)	4.50 (6)	4.43 (7)	3.67	5.00	4.29 (7)	4.57 (7)	4.43 (7)
INSTITUTE ENGINEERING MED GC	Staff	5.00	5.00	4.00	4.00	5.00	5.00	4.00	5.00	5.00	5.00	5.00
INSTITUTE NEURAL COMPUTATION	Staff	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
INSTITUTE OF ARTS & HUMANITIES	Academic/Faculty	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
INSTITUTIONAL RESEARCH	Staff	5.00	5.00	5.00	5.00	5.00	5.00	4.00		4.00	4.00	4.00

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INTEGR OCEANOGRAPHY DIV	Academic/Faculty	4.00	4.00	4.00	2.00	4.00	4.00	4.00	3.00	3.00	3.00	3.00
JACOBS SCH. OF ENGINEERING	Staff	4.50	4.50	4.00	4.50	4.50	4.00	5.00	5.00	3.00	4.00	4.00
LIBRARY	Academic/Faculty	4.71 (7)	4.43 (7)	4.83 (6)	4.83 (6)	5.00 (6)	4.80 (5)	4.83 (6)	5.00 (5)	4.00 (7)	4.57 (7)	4.71 (7)
	Staff	4.23 (22)	4.29 (21)	4.19 (21)	4.09 (22)	4.30 (23)	4.19 (21)	4.38 (13)	4.50 (12)	3.65 (23)	3.92 (24)	4.00 (23)
LINGUISTICS	Academic/Faculty	4.00 (5)	4.20 (5)	4.00 (5)	4.50	4.67	4.50	4.75	4.00	3.80 (5)	4.00	4.00 (5)
LITERATURE	Academic/Faculty	4.00 (6)	3.67 (6)	3.67 (6)	3.67 (6)	4.83 (6)	3.83 (6)	3.00 (5)	4.60 (5)	3.83 (6)	3.67 (6)	3.67 (6)
MARINE PHYSICAL LABORATORY	Staff	5.00					5.00	5.00		3.00	3.00	
MATHEMATICS	Academic/Faculty	3.00	2.00	4.00		5.00	5.00			5.00	5.00	5.00
MECHANICAL & AEROSPACE ENGNRG	Academic/Faculty	3.00	4.50	4.00	4.00	4.50	3.50	3.00	3.50	3.00	3.50	3.50
MEDICINE	Academic/Faculty	5.00	4.67	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
	Staff	4.25	3.33	4.25	4.25	4.33	4.33	4.33	4.50	4.33	4.33	4.25
MEDSCH/EMERG MED SVC	Staff	5.00	5.00	5.00		5.00	5.00	5.00	5.00	5.00	5.00	5.00
MUIR COLLEGE	Academic/Faculty	4.00	4.00	3.50	4.00	4.00	4.00	3.50	4.50	3.00	4.00	4.00
MUSIC	Academic/Faculty	4.50	5.00	4.50	4.50	4.50	5.00	5.00	4.00	3.50	3.50	4.50
NANOENGINEERING	Academic/Faculty	4.33	4.33	4.50	4.33	4.33	4.33	4.50	4.50	4.33	4.33	4.50
	Staff	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
NEUROBIOLOGY	Academic/Faculty	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
NEUROSCIENCES	Academic/Faculty	4.33	4.33	4.33	4.00	4.33	4.33	4.33	4.00	4.00	4.33	4.33
	Staff	4.00	4.00	3.00	3.00	4.00	4.00	3.00	3.00	3.00	3.00	4.00
OFC FOR STUDENTS W DISABLTIES	Staff	4.00		4.00	4.00	5.00	5.00			3.00		

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PATHOLOGY	Staff	4.50	4.00	4.00	4.00	4.50	4.50	4.50	4.50	4.00	4.00	4.00
PEDIATRICS	Academic/Faculty	4.00	4.00	4.00	3.00	4.00	4.00	4.00	3.00	4.00	3.00	4.00
	Staff	4.33	4.33	4.50	4.50	4.50	4.00	4.00	4.50	4.00	4.00	4.00
PHARMACOLOGY	Academic/Faculty	4.50	5.00	4.00	4.50	5.00	4.00	4.00	4.00	4.50	5.00	4.00
PHYSICS	Academic/Faculty	4.33	4.00	4.00	3.67	4.33	3.67	5.00	5.00	3.33	4.00	3.67
POLICE	Staff	5.00		5.00	5.00						5.00	5.00
POLITICAL SCIENCE	Academic/Faculty	4.50	4.50	4.50	4.50	4.50	4.50	4.00	5.00	4.50	4.50	4.50
	Staff	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
PSYCHIATRY	Academic/Faculty	4.00	4.00		5.00			5.00		4.00	3.00	4.00
PSYCHOLOGY	Staff	5.00	4.00	5.00	5.00	5.00	4.00	4.00	5.00	5.00	4.00	5.00
QUALCOMM INSTITUTE	Academic/Faculty	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
	Staff	5.00	5.00		5.00					4.00	4.00	4.00
RADIOLOGY	Staff	4.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	4.00	5.00	
RADY SCHOOL OF MANAGEMENT	Academic/Faculty	4.25	4.00	4.50	4.00	5.00	4.00	3.67	4.00	3.50	4.00	4.00
	Staff	4.67	4.33	4.33	4.33	4.50	4.50	4.00	5.00	3.67	3.67	4.00
ROOSEVELT COLLEGE	Academic/Faculty	5.00	5.00	5.00	5.00	5.00	5.00		5.00	5.00	5.00	5.00
SCH OF PHARMACY AND PHARM. SCI	Academic/Faculty	4.50	4.50	4.50	4.50	4.50	4.50	4.50	4.50	4.50	4.50	4.50
	Staff	4.00	4.00	3.50	3.50	4.50	4.00	4.00	4.00	3.50	3.50	3.50
SCH. OF GLOBAL POLICY&STRATEGY	Academic/Faculty	4.33	4.33	4.67	4.33	5.00	4.33	4.33	4.67	4.33	4.33	4.33
School of Public Health	Academic/Faculty	4.00	4.00	4.00	4.00	5.00	4.00	4.00	4.00	3.00	4.00	4.00

Number of respondents in parenthesis: (n). The (n) is not shown when the number of respondents is fewer than five.
Blank cells: respondents did not provide an answer to the question.

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Satisfaction Mean Scores by Division and Classification Below 3.00 - Low | 3.00 to 3.59 - Marginal | 3.60 to 4.29 - Good | 4.30 & above - Excellent

		Overall Satisfaction	Collections that Meet My Needs	Responds to Requests Within an Acceptable Time Frame	Facilities that Support My Work	Helpful Front Desk Staff	Knowledgeable Specialists	Tool & Services for Research	Course Reserves & Instructional Support	Website Easy to Navigate	Kept Informed	Moving in a Positive Direction
School of Public Health	Staff	4.50	4.50	4.50	4.50	5.00	4.00	5.00	5.00	3.50	4.00	4.50
SEVENTH COLLEGE	Staff	4.00		4.00	4.00		5.00		4.00	4.00	3.00	4.00
SIO DEPARTMENT	Academic/Faculty	5.00	5.00	5.00	5.00	5.00	5.00		4.00	5.00	5.00	5.00
SOCIOLOGY	Academic/Faculty	4.33	4.00	4.33	4.00	4.33	4.33	3.67	3.67	4.00	3.50	4.33
TEACHING & LEARNING COMMONS	Academic/Faculty	4.00	3.67	3.33	3.00	4.33	4.00	4.00	4.00	4.33	5.00	4.33
	Staff	4.00	4.00	4.00	4.00	4.00			4.00	4.00		4.00
TEMPORARY EMPLOYMENT SERVICES	Staff	4.00		5.00	5.00	5.00	5.00			5.00		5.00
URBAN STUDIES & PLN	Academic/Faculty	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
	Staff	3.50	3.00	5.00	4.00	4.50	4.00			3.50		3.50
VC-ACADEMIC AFFAIRS	Academic/Faculty	4.00		4.00	4.00	4.00	4.00			4.00	4.00	
	Staff	4.50	4.00	4.50	4.50	5.00	4.50	5.00	5.00	4.50	4.50	5.00
VC-EQUITY DIVERSITY INCLUSION	Staff	4.50	4.00	4.50		5.00	5.00			2.50	4.50	3.00
VCSA CAMPUS RECREATION	Staff	5.00	5.00	5.00	5.00	5.00				5.00		5.00
VCSA STUDENT LIFE	Staff	5.00		5.00	5.00	5.00						5.00
VCSA/CHAN.ASSOC SCHOLARS(CASP)	Staff	4.00	4.00	4.00	4.00	5.00	4.00			5.00	4.00	4.00
VISUAL ARTS	Academic/Faculty	4.00	4.00	5.00	4.00	4.50	4.50		5.00	3.00	4.00	4.00
WARREN COLLEGE	Staff	4.00	4.00	4.00	4.00				4.00	1.00	2.00	3.00

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