

HRDI CUSTOMER SATISFACTION SURVEY 2020 RESULTS SUMMARY

ACADEMIC TALENT MANAGEMENT

Department Overview

The Academic Talent Management office is responsible for appointments, compensation and recruitment efforts for faculty, lecturers, and teaching assistants (TA)/graduate assistants (GA)/instructional student assistants (ISA).

Customer Positive Experiences via Open Ended Responses

- Professionalism
- Knowledgeable
- Prompt Response

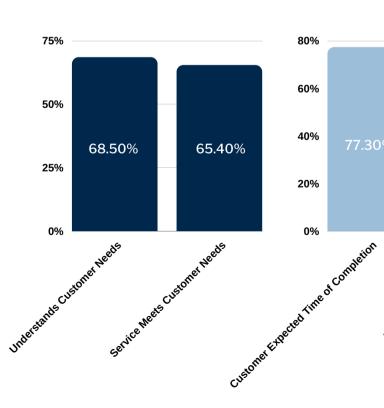
74.1% **Overall satisfaction** 58/748 Overall respondents for department

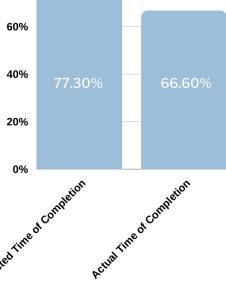
80%

SATISFACTION WITH **DEPARTMENT SERVICES**

COMPLETION TIME OF DEPARTMENT SERVICES

3 days or less







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Customer Suggestions for Improvement via **Open Ended Responses**

- CHRS
- Faculty training
- Faculty process change