

RESEARCH SUPPORT SURVEY REPORT

The recent growth in faculty on campus has heightened awareness of the space that we have access to and the various support services that are available for us to efficiently fulfill our research and teaching responsibilities. The space problems relate to both the *quantity* of space and the *quality* of space. The support services relate to various units like RED, GD, Accounting, ITS, etc. with focus specifically on their impact on faculty research.

The Committee on Research was asked by the Senate to prepare a report on the problems encountered by individual faculty members in their research work at the university. The Committee conducted a survey of all faculty members in February-March 2018 in order to document their experience with regards to space and overall support for research that is available to them. The survey did not cover problems with teaching space. This report summarizes the responses from the survey. It is divided into two parts.

- **Part I** is related to facilities, i.e., unshared (e.g., research or creative activity space used by a single faculty member and their students) or shared (e.g., research or creative activity space, greenhouse space, etc used by multiple faculty members and their groups), and office spaces.

- **Part II** is related to the support provide by units on campus which are critical for research, e.g., RED, Grad Division, Accounting, ITS, etc. It should be noted that not all faculty are involved with every unit.

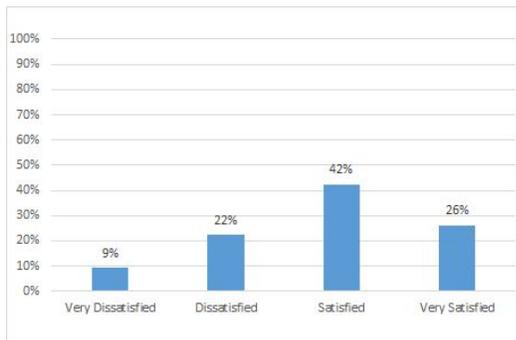
Overall, there were 296 respondents to the survey. The following is the breakup across Colleges/Schools and ranks.

College - SoBA: 6 | GSoE: 12 | CHASS: 121 | CNAS: 106 | BCoE: 36 | SoM: 9 | SPP: 4 |

Rank - Assistant Professor: 80 | Professor: 141 | Associate Professor: 64 | Lecturer with Potential Security of Employment: 2 | Lecturer with Security of Employment: 1 |

PART I - RESEARCH FACILITIES SURVEY REPORT

Q1. How Satisfied are you with the amount of *unshared* space (not including faculty office space) that is available to you for conducting your research, creating or exhibiting art pieces, or performing?



- The space is sufficient - 157
- The space is insufficient because it is not big enough for the number of people using it - 53
- The space is insufficient because there is not enough room for the equipment and apparatus needed - 43
- The space is insufficient because there is not enough room to carry out experiments, perform, rehearse, etc. - 42
- Percentage of N/A - 14%
- Total Responses - 238

Summary. For several respondents, there *are* no unshared spaces outside of their faculty offices; for certain disciplines (including Mathematics and Computing), there was no need for other unshared spaces. Lack of space predominantly arose with regard to: space for meetings; offices for postdocs, graduates, TAs, *Emeriti* professors; and potential new hires. Some recently hired colleagues expressed that they are insufficiently equipped, and cross-disciplinary collaborations have received insufficient thought with regard to space.

Answers to Q1 sometimes conflate spaces ‘unshared’ with fellow faculty with spaces ‘unshared’ with other departments. In the performing arts (e.g. Music, Dance, TFDP as well as Media and Cultural Studies where a ‘complete space crisis’ was noted), spaces for rehearsal, performance, and ‘messy experimentation and group work’ were at a premium and deemed ‘below average’ in comparison with other UCs: several respondents noted their personal subsidy of off-campus facilities.

Although the focus of Q1 was on the amount of ‘unshared space, excluding faculty offices’ with reference to *research*, it provoked responses in a diversity of other areas, regarding personal office space, shared laboratories and issues of *teaching*. Such issues included (a) a lack of book storage in offices that were used as key research spaces, (b) limited shared bench-tops in labs, and (c) lack of space leading to an inability to support students graduating in four years. Answers to Q1 revealed that there was an underlying nervousness about rumored directives:

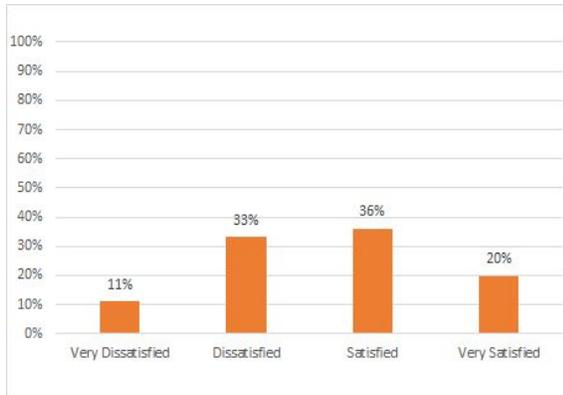
- ‘Beyond issues of space itself, most of the concerns I’ve had and have heard from others involve allocation of space, and the idea that necessary space is being taken away from departments’,

- ‘The space is currently sufficient but would become insufficient if directives to remove all equipment and storage from hallways and place them in existing labs are implemented.’

- ‘I received sufficient space as part of the retention deal. I do not think that I would get it otherwise.’ Frustrating discussions with deans (and a sense that their discipline was not understood by the administration) was expressed by a couple of respondents.

Some stated that the amount of unshared space was fine, albeit it ‘small and unglamorous’ or ‘poor quality’. In commenting on the *amount* of unshared space, issues of *quality* inevitably arose. While such responses may appear under Q1, for the clarity of this report, they have been assigned here to the overview of Q2.

Q2. How satisfied are you with the quality of *unshared* space (not including faculty office space) that is available to you for conducting your research, create or exhibiting art pieces, or performing?



- This space is adequate - 104
- The space is not properly designed or renovated for my work - 58
- The space is old and dilapidated - 64
- The space is not properly cleaned - 87
- The space is too hot, too cold, not properly ventilated - 68
- The space is too noisy - 28
- Percentage of N/A - 22%
- Total Responses - 217

Summary: Although Q2 was directed towards *unshared* spaces, respondents addressed both unshared and shared spaces. Concerns fell into three key areas:

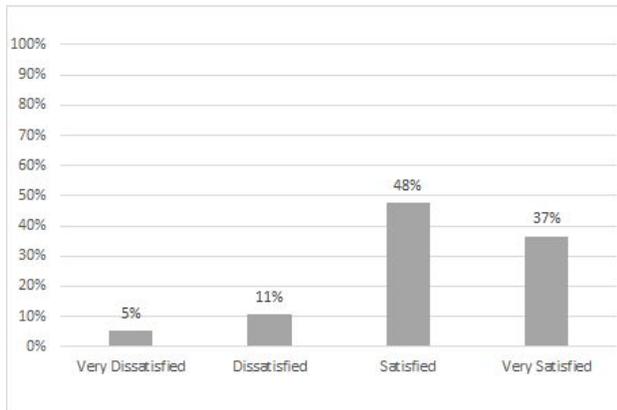
Design and infrastructure, including: no natural light; not enough light for students to read documents; too little storage; too little wall space for whiteboards; no food safety areas for grads to eat in wet lab spaces; no privacy for postdocs and TAs; and ‘almost certainly not earthquake safe’.

Maintenance, including ‘unclean’, ‘disgusting’, ‘old’, ‘decrepit’, ‘grimy’, ‘embarrassing’ and ‘a hazard’. Pervasive smells of sewage; roaches, rodent infestations and flooding. ‘Zero custodial services’ e.g.: occasional emptying of trash; no vacuuming; floor mopping in labs happening only at faculty request or when they (and/or their students) undertake it; ‘clogged drains’; ‘terrible ant problems’; leaking ceilings and rare light bulb replacement; ‘poorly maintained greenhouses’. In addition to lack of hot water, unstable temperature regulation was frequently reported, including outdated cooling/heating systems; inept ventilation systems; ‘dust/debris from overhead vents’, ‘black gunk from HVAC’, ‘white gunk from ceiling’.

Research impediments, including: ‘too much vibration, noise and not enough fume hoods’; inappropriate air pressures for compressors and benchtop compressed air nozzles; equipment damaged to the cost of \$30,000 because of vent and power supply issues; no humidity control in labs; lack of temperature control in rooms in which ultra low freezers are housed; electrical outlets trip and breaker box not accessible to faculty; and corroded sinks. Comments include:

- ‘The building has a failed air-handling system... First there is insulation foam sprayed on the inside of the ducting (a practice of circa 1960), and the foam is deteriorated so it blows out black soot... These foam particles...leave a layer of particles on sensitive optics which interferes with experiments. I have lived with this for >20 years.
- ‘SERIOUSLY, THERE IS NO SPACE FOR WHAT WE DO. I mean, I’m glad that there is this questionnaire, but realize that we can’t qualify the space we have IF WE DON’T HAVE SPACE at all!’

Q3. How satisfied or dissatisfied are you with the amount of faculty office space that is available to you?



- The space is sufficient - 216
- I am sharing the space with other faculty members or with assistants - 11
- There is insufficient desk space for my computer and peripherals - 19
- There is insufficient space to meet with students - 44
- Percentage of N/A - 1%
- Total Responses - 273

Summary: A high proportion of the responses (83%) indicated satisfaction or high degree of satisfaction which strongly suggests that amount of faculty office space is currently not a major widespread problem across campus. Written comments indicate though that office space may likely present a future problem for incoming hires as buildings are close to capacity. Only 5% of responders were highly dissatisfied with the amount of their personal office space.

Some responses:

*** Right now, space is adequate, but we're at our limit- there is no additional space in our area for new faculty offices, which we will very much need in the near future.*

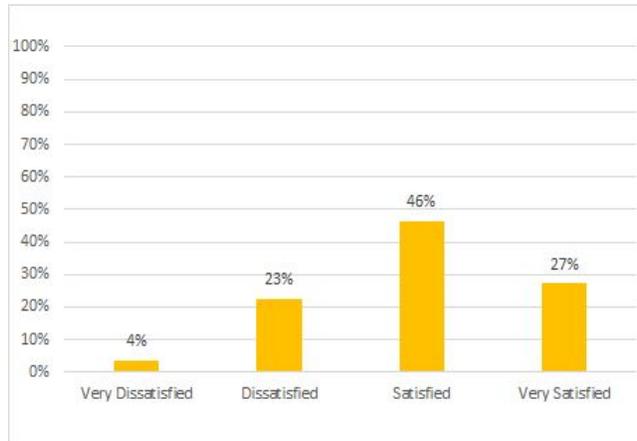
***My office space is fine, however, I am not even in the same building or floor as my colleagues.*

***With my office. I think the space is sufficient. Some additional space would be nice for some meetings, especially during student recruitment when I am asked to meet with 3 or more students.*

***I don't share an office, but all our full time lecturers do. The junior faculty's offices are not big enough for the desks that they would like and for meetings students. Ladder faculty must share their offices with post-Docs and visiting professors.*

***My personal office space is sufficient. There are however not enough offices for all new faculty and grad students.*

Q4. How satisfied or dissatisfied are you with the **quality** of faculty office space that is available to you?



- The quality of the space is sufficient- 158
- The space old or dilapidated - 44
- The space is too hot or too cold, or inadequately ventilated - 70
- The space is too noisy - 28
- The space is not properly cleaned or maintained - 73
- Percentage of N/A - 1%
- Total Responses - 271

Summary: A high proportion of the responses (73%) indicated satisfaction or high degree of satisfaction which suggests that the quality of faculty office space is currently not a major widespread problem across campus. Some written comments suggest that hygiene and maintenance are acute problematic issues in some buildings. Only 4% of responders were highly dissatisfied with the quality of their personal office space.

**My office never gets cleaned. The floors are never cleaned. I don't think anywhere in the whole building ever gets cleaned.

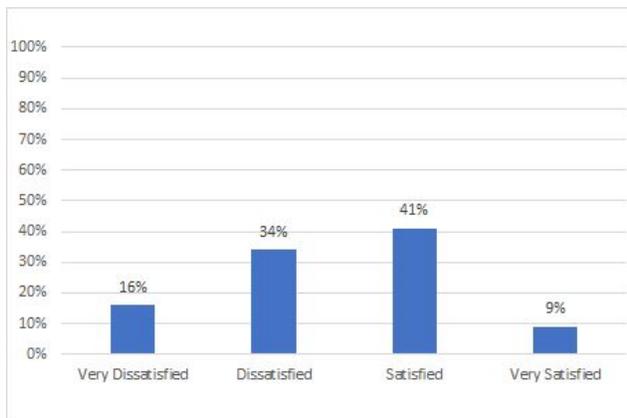
** My trash is only taken out maybe once every month. The entire space feels dead and depressed.

** Cleaning of the office carpet and hallway floors is extremely rare.

** I have rats in my ceiling pretty frequently. There are not enough outlets.

** My office is ok, but it's all pretty cheap- that is, it conveys a sense that UCR is a run-of-the-mill place, not anything special

Q5. How satisfied or dissatisfied are you with the **amount** of office space that is available to your research personnel (Postdoc, GSR, visiting scholar, etc)?



- The amount of space is sufficient - 90
- There is insufficient space to accommodate necessary furniture - 54
- There is insufficient desk space for their computer and peripherals - 66
- There is insufficient space to meet with other researchers - 82
- Percentage of N/A - 30%
- Total Responses - 212

Summary: Although the numerical results suggest that 50% were generally satisfied and 50% generally dissatisfied, there were many complaints. The main generic complaints were that the amount of space was insufficient (90) and that there was not enough space to meet with other researchers (82). Many comments stated that there is simply not enough space to house graduate student assistants, that assistants either have no space at all, or are housed in labs (eating food around lab materials), or squeezed into shared offices (sometimes up to 8 students per office), or work in lobbies and other public spaces (thus compromising privacy and limiting the possibility for communication among faculty):

“My graduate student sits in the ‘lobby’ space to my office, which I share with the faculty member next door... When they hold office hours for classes they are teaching (sometimes large classes, with more than 100 students enrolled), this ‘lobby’ space to my office is flooded with undergraduate students. This is distracting to me, and I am able to close the door to the ‘lobby’ space and isolate the noise. It makes the space of the other graduate students in the outer office completely unsuitable for working for the length of time that one student is holding office house.”

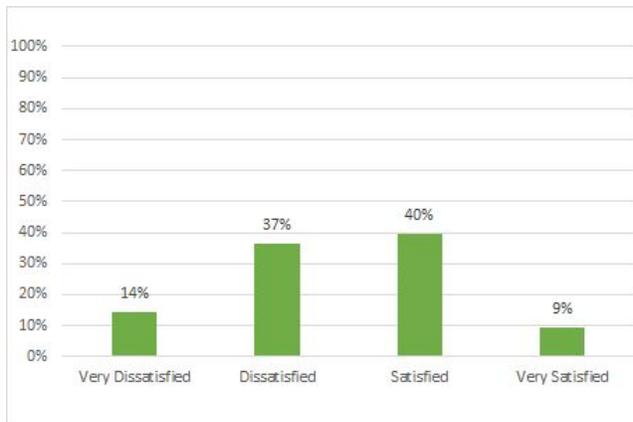
“I have no office space for my graduate students. My students are required to sit at desks within the lab even though this is prohibited by EHS. The only place they have to eat their lunches is within this lab space since no outer office space has been provided to my lab.”

Some comments pointed out that the space shortage has provided a disincentive for working with others, or at least for increasing one’s research personnel, which some projects would require. Even those who said that the space is currently sufficient often pointed out that it is already at maximum capacity. These comments suggests that the space shortage for research personnel is directly inferring with research.

“One impediment to further growth (including writing additional grants) has been my concern regarding where I will house the personnel.”

“But next year, we will not have sufficient space. Due to lack of space, we are disinclined to generate new grant proposals.” Other comments included complains that space is inequitably divided among departments, that its allocation seems based on teaching rather than research, and that there isn’t any space for temporary visitors to the department

Q6.How satisfied or dissatisfied are you with the **quality** of office space that is available to your research personnel (Postdoc, GSR, Visiting scholar etc.)?



- The quality of the space is sufficient - 80
- The space is old or dilapidated - 45
- The space has no windows. - 44
- The space is too hot, too cold, or inadequately ventilated - 36
- Percentage of N/A - 36%
- Total Responses - 202

Summary: The numerical results suggest a slightly higher percentage of dissatisfied respondents, though only by a few votes, and 80 of the respondents said that the quality of the space is sufficient. The main complaints were that the space is not cleaned regularly and gets especially dirty because of the density of people working in them, and that it is noisy, either due to the structure of the space or to the number of personnel members squeezed into them:

“Because this ‘lobby’ space is between my office (which has a window) and the building hallway, there are no windows. The space is noisy because of the air vents that are weirdly loud and running constantly, because office hours are constantly held right in the middle of the space, and because the building hallways is a main traffic route for people walking from Lot 13 or beyond to the inner portions of the campus. It is also not clear how often the space is vacuumed... Recently, we were told that the recycling bin (which 6 of us share) would no longer be emptied by the custodial staff. The graduate students have taken to emptying it in a dumpster outside of the building. I do not consider this a reasonable use of their time.”

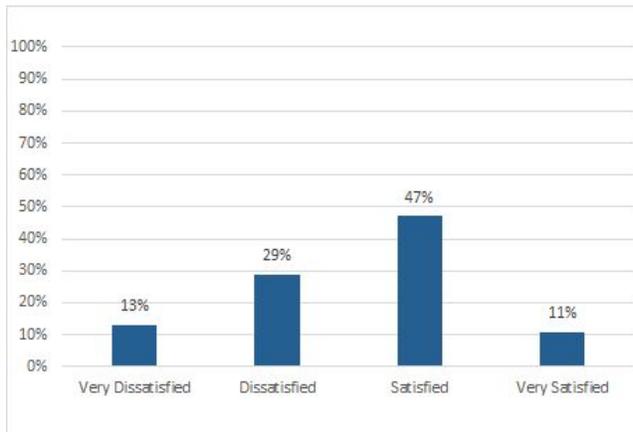
“Again cleaning happens only if we request. This is the most bizarre thing at UCR... The area is noisy and with vibrations arising from a machinery room in the same space (large pumps of some sort).”

“These rooms are never cleaned in any way, trash piles up because it is not removed by janitorial staff. They are absolutely gross. Additionally, lighting is a problem due to burnt out bulbs never being replaced, even upon request.”

“My graduate students have an office space in which the air-ducting sounds like you are in a wind tunnel, it is very loud, the students wear headphones and listen to music and shout at each other.”

There were also complaints about vermin infestations (rats and mice), and lack of control over the temperature, making the space to c

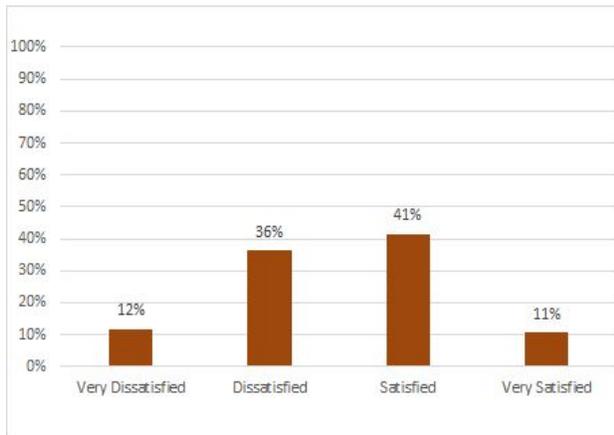
Q7. How satisfied or dissatisfied are you with the amount of this shared space or facility?



- The amount of space is sufficient - 117
- The amount is insufficient for the number of people using it - 72
- The space is currently not usable because it is either under construction, under renovation, or awaiting renovation - 12
- Percentage of N/A - 33%
- Total Responses - 212

Summary: With regard to the level of satisfaction with the amount of shared space, a majority (58%) of respondents were either satisfied or very satisfied. With regard to specific areas of concern, 34% indicated that the amount of space was insufficient for the number of people using it. Six percent indicated that the space was unusable because it is either under construction/renovation or awaiting renovation. Comments had several themes: 1) the shared space is crowded; yet, other space exists that appeared to be underused and could perhaps be used to offset the crowding; 2) the need for regular meeting space, including larger meeting rooms (i.e., for >10 people); 3) concerns about the quality and maintenance of the equipment in the shared space; 4) the need for separate spaces that serve different purposes – for example, space in which to work, space in which to store materials, space in which to house noisy equipment; and 5) concerns that the addition of new faculty, without the addition of space, will jeopardize the use of current space.

Q8. How satisfied or dissatisfied are you with the **quality** of this shared space of facility?



- The quality of the space is sufficient - 82
- The space is outdated or dilapidated and needs renovation - 62
- The space is not suitably equipped or manned for my needs - 42
- The space is too hot or cold, too noisy, or not adequately ventilated - 39
- The space is not properly maintained, is poorly run (e.g. the system to reserve the space is not working well), or is not properly cleaned - 53
- Percentage N/A - 37%
- Total Responses - 198

Summary: With regard to the level of satisfaction with the quality of shared space, a majority (52%) of respondents were either satisfied or very satisfied. With regard to specific areas of concern, 31% indicated that the space was outdated, dilapidated, or in need of renovation; 21% indicated that the space was not suitably equipped or staffed for their needs; 20% indicated that the space was too hot or cold, too noisy, or inadequately ventilated; and 27% indicated that the space was not properly maintained or cleaned or poorly run. Comments had several themes: 1) lack of cleanliness and inadequate janitorial services are problems; 2) the age of the space undermines its quality (e.g., outlets need to be updated); and 3) access to share space can be undermined by people not following reservation procedures or by staff overzealously controlling access to the space.

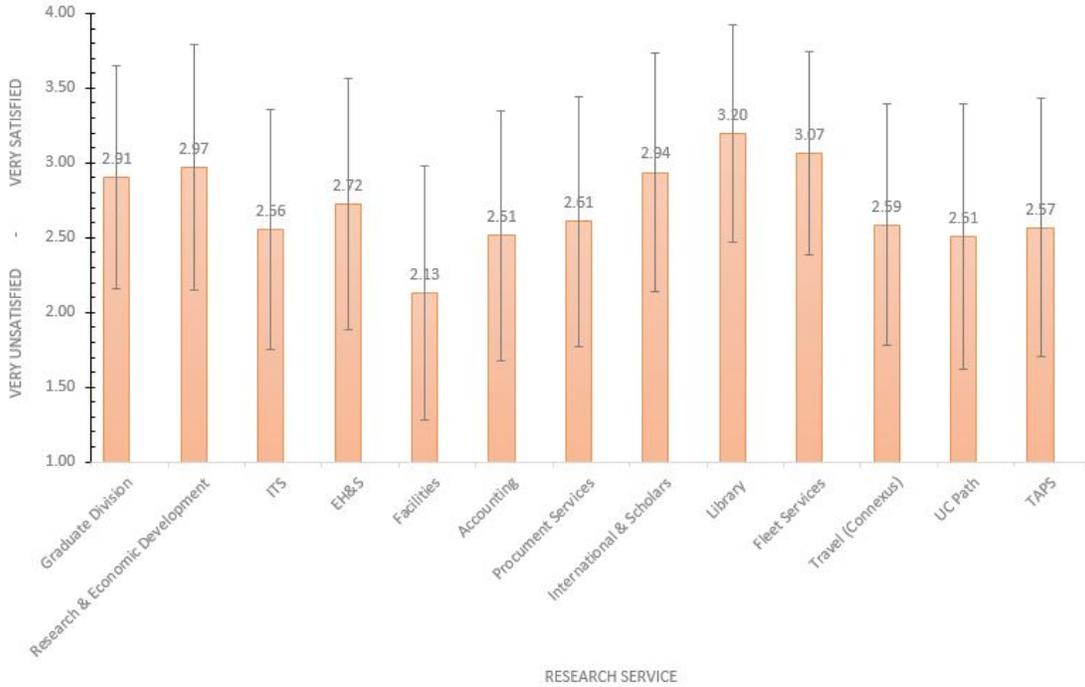
Shared Spaces Summary

Survey Results about Shared Spaces (common themes affecting all buildings, unless specified)

1. Food or drink is not allowed in Lab spaces, but personnel have no other place where this is possible.
2. Lack of office space for graduate students, visiting scientists, post-docs, research associates, and lack of meeting spaces for office hours and TAs. Lack of rehearsal and performance spaces
3. Poor custodial service (cleaning, trash pickup) and generally bad maintenance of buildings.
4. Pest problems -- mice, rats, ants
5. Sewage smells in INTS and INTN.
6. Heating and cooling issues and loud HVAC.
7. Bad air quality and ventilation system; noisy, and black soot falling from ventilation units.
8. No room to expand and grow.
9. Lack of space to accommodate research equipment, and storage. Buildings are not configured to accommodate the types of research it is supposed to accommodate (e.g. inadequate air pressure, constant vibration, inadequate electrical system to power equipment, lack of internet connections etc).
10. Lack of sound proofing and consistent noise problems (Surge 268, 277, 284 mentioned).
11. Old and dilapidated buildings (Spieth Hall, Batchelor Hall, Olmsted Hall mentioned).
12. Green Houses are a safety hazard.

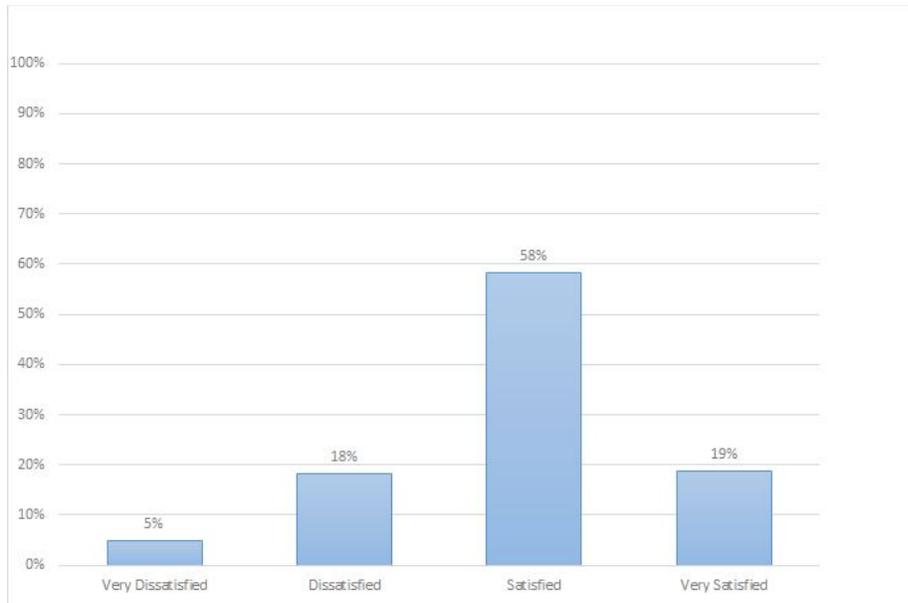
PART II - RESEARCH SERVICES SURVEY REPORT

Summary of feedback on various units that researchers interact with



Average scores for various research service units with with ± 1 standard deviation error bars

Graduate Division

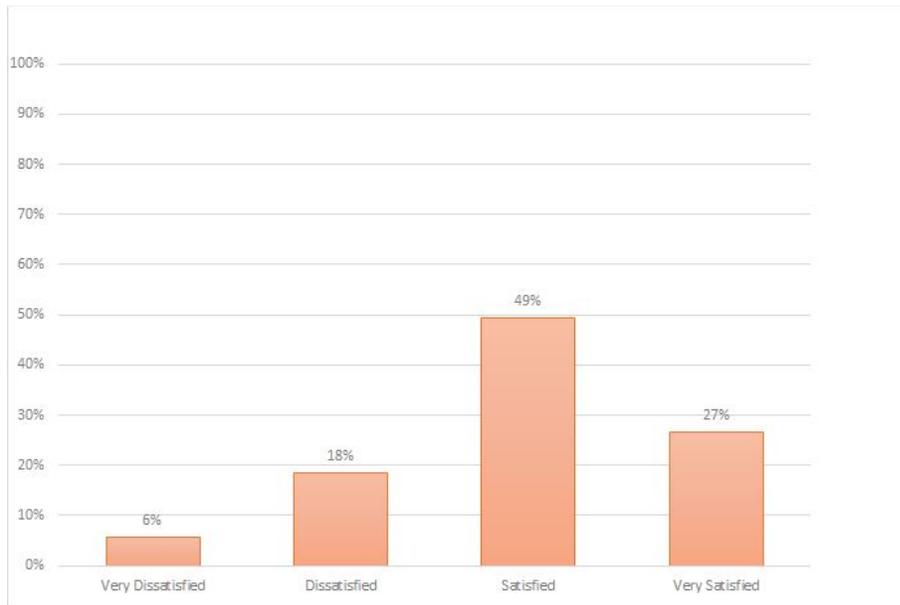


Total Responses: 225

Summary: Of the respondents to this survey, 131 faculty were satisfied and 42 were very satisfied with GD. However, 41 were dissatisfied and 11 were very dissatisfied. The positive comments were rather brief, essentially mentioning that the respondent liked how GD worked. The negative comments, however, do provide insight into how GD could improve its service. Most of the comments related to the role GD plays in enabling a fruitful research environment. Below is a summary of the most detailed comments that were made.

1. Multiple respondents mentioned the rigidity of GD in allocation of funding between different research projects, fellowships, and TAs. There are mentions of “bureaucratic obstacles” where issues specific to individual faculty and departments are not understood. Another is that GD does not seem to understand the need for flexibility PIs need in handling their grants, where graduate students may need to be moved from grant to grant frequently. The CoR understands that many of these are due to rules made not by GD but other units; however, GD can play a stronger role in advocating for faculty interests with respect to graduate student research.
2. A second complaint is with respect to recruitment. Some faculty complained about the amount of time it needs to process files for recruiting graduate students, and the level of funding available for supporting such students.
3. There were suggestions made that GD should take more initiative in apply for training grants for graduate students, and guide departments on how to grow their programs.

Research & Economic Development

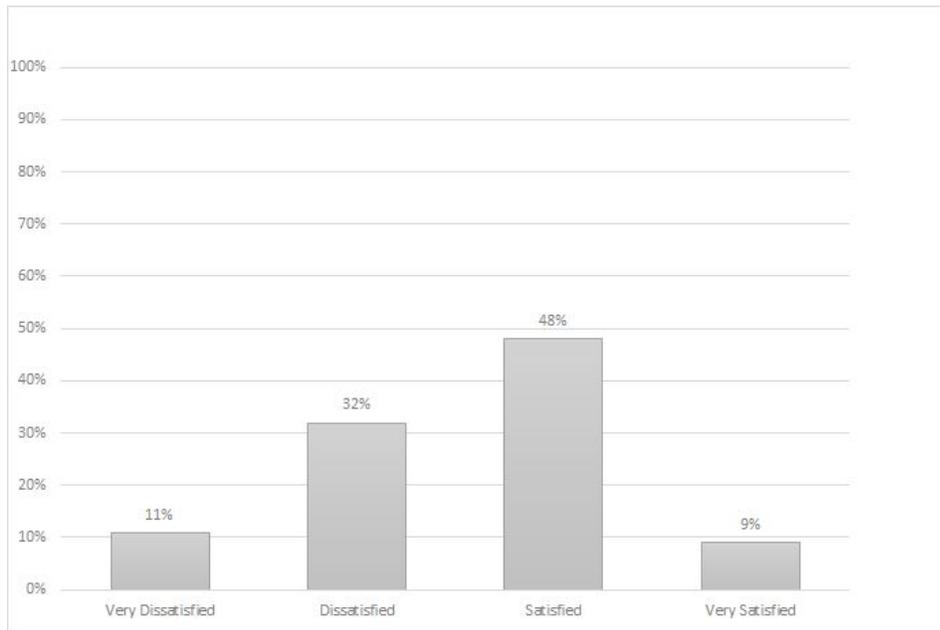


Total Responses: 233

Summary: Of the respondents to this survey, 115 were satisfied and 62 very satisfied. However 43 were dissatisfied and 13 very dissatisfied. The positive comments were mostly of the nature that RED had improved in its service over the last few years and many faculty found its services very useful. The efforts by VC Pazzani on bringing together faculty of diverse backgrounds was appreciated. However, the negative comments had suggestions for improvement that are quite insightful.

1. The main complaint of many faculty is that RED is not very helpful for CHASS. In fact, many respondents mentioned that it is structured in a way that is not beneficial to CHASS. In the same vein, but for a different domain, concern was raised that RED lacked experience in dealing with clinical human subjects research.
2. Another issue raised by many is the support for grant writing and management. There are many related points in this regard. RED staff are often not very helpful in taking care that all forms are filled properly and timely, there is not adequate help with editing grants (especially in the humanities), and not much help with post-grant management for large grants.
3. A third point that comes up in the comments is the help RED provides for technology commercialization and partnership with industries. This has been a long problem at UCR. The CoR is aware of new hires in this area and hope things will improve. There is a lot of unexplored potential in this regard.

Information Technology Solutions



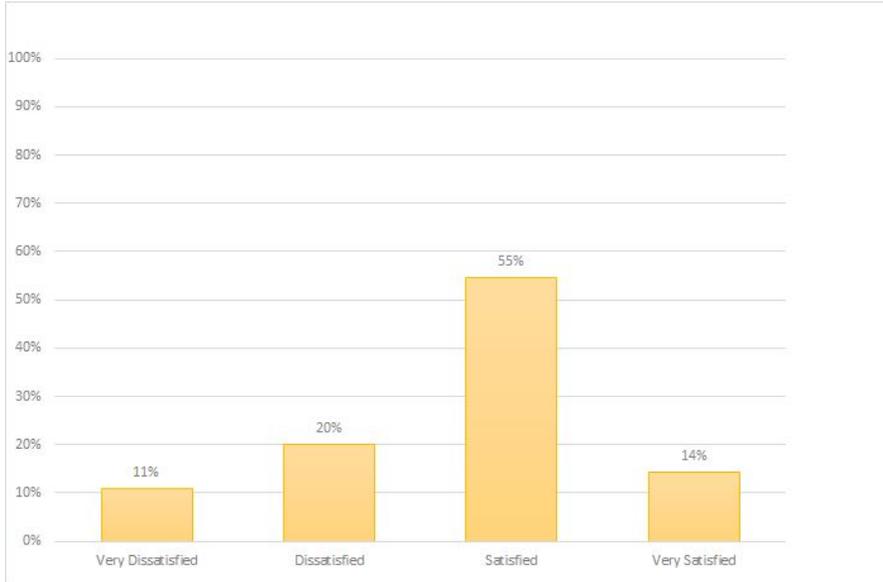
Total Responses: 241

Summary: ITS could be viewed as being neutral to very slightly negative, compared to the other divisions being evaluated. There were 26 very dissatisfied (5th from the bottom, i.e., people viewing them as the 5th worst division), 77 dissatisfied (2nd from the bottom). There were 116 satisfied (4th from the top, i.e., people viewing them as the 4th best division), and 22 very satisfied (7th from the top). Highlights of comments:

Broadly, faculty are critical of the responsiveness of ITS, and have had to develop their own workaround. The service function of ITS needs to be clarified, and their 'business model' for charging faculty for services related to teaching needs to be clarified and refined. There is a general recognition that they are under-staffed. A sample of comments are provided below:

- It takes forever to get a response from ITS, they seem to be a conscientious group of people. By the time anyone acts on anything faculty devise a work around by inconveniencing graduate students. They are great at overloading inbox with email but not great at responding in a timely way to problems. IT should be back in the departments and units.
- ITS: They are unwilling or unable to help on research needs. We still lack a solid, large-scale computing infrastructure on campus, a critical need for big data applications. Another is all the software for grad advisers, much of which is very hard to navigate through.
- The services provided by ITS are unclear. Other than getting iLearn running again, it is not clear what they do.
- "ITS has been converted into a system that exists solely to extract money from faculty. They tried to charge me for web hosting a video on iLearn for a class! They are a SERVICE, not a money making operation. Or at least they should be."
- On the positive side, a comment made: "Accounting and ITS have improved! Computing has good people but has been cutting staff and doesn't support us like they used to."
- Facilities is overtaxed. So is ITS but they seem to be coping better.

Emergency Health & Safety



Total Responses: 174

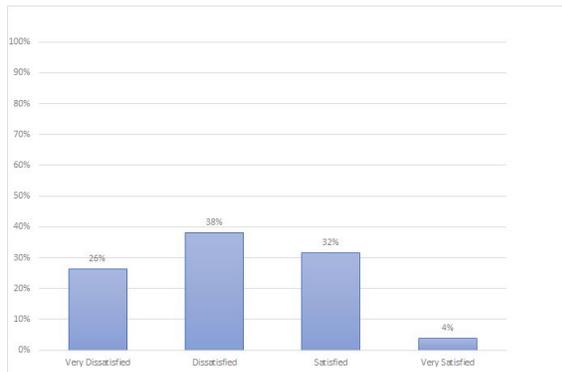
Summary: Of the 174 respondents to whom EH&S applied, the majority (69%) was 'satisfied' or 'very satisfied'. Only 11% were 'very dissatisfied'. This survey contained just two direct comments given below.

Responses:

***EH&S fired the best director ever - no one could match Russ Vernon.*

***High marks to RED and EH&S*

Facilities



Total Responses: 231

Summary: Out of all categories, Facilities elicited the strongest negative responses. Over 50% of the total respondents indicated dissatisfaction or a high degree of dissatisfaction with Facilities. Correcting for 'Not Applicable' responses, the percentage of dissatisfied/very dissatisfied answers rose to 64% for respondents to whom Facilities applied.

Some responses:

***Lead time to complete work orders with facilities is too long. The procurement process, especially for low value orders, involves too many layers of approval. I think this can be simplified (more automated), which can save significant amount of staff's work time on these issues.*

***Facilities ranked "Very dissatisfied", since there is not enough janitorial service to my building. Trash is sometimes not emptied for days. Lab goes un-mopped. Also, trash containers need a complete overhaul, currently, containers marked "recycling" are actually (apparently) used for trash.*

***Facilities services is slow and expensive, even to preform minor tasks.*

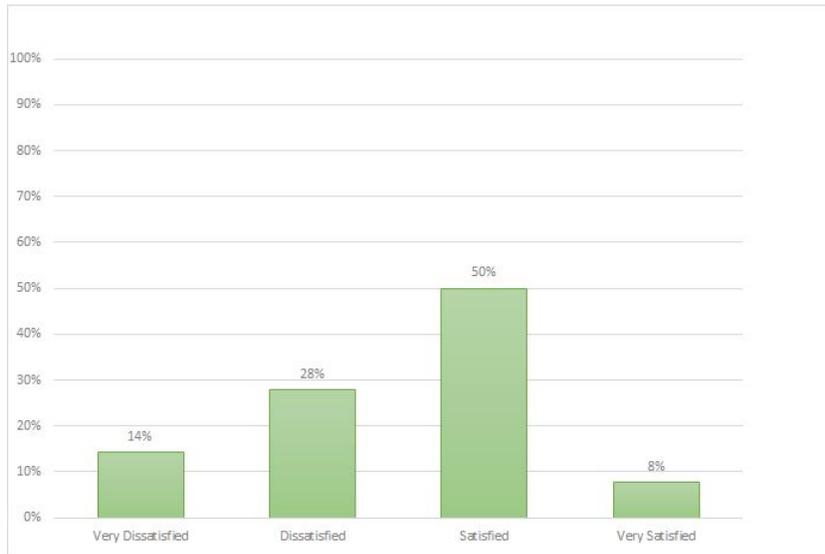
***Facilities still has a tendency to lose tickets*

***Facilities takes a long time to perform services.*

***Everything is dirty. We understand that some buildings are old, but they should still be clean. Stairwells for example are never cleaned: one group tells us that stair cleaning is a duty of outside/landscaping staff, while they say that it is a duty of building staff and nobody does it. Even workers that start off great are demoralized. Supervisors have to be MADE to walkthrough and supervise during their subordinate's work hours, not to show up at 9 am, while cleaning is done from 4 am until 9 not to interfere with work. So supervisors need to be checking work and appropriately acknowledge good workers.*

***Facilities are extremely challenging to work with, and provide the greatest hurdle to research. I have lost sleep over the potential of lab closure or other reprimands based on the opinions (read as undocumented rules) of facilities personnel. As a junior professor, I have felt that we have been targeted by facilities, and there exists an environment of animosity towards lab building. UCR facilities has gained a reputation for this (well outside the University), and I suspect that it has negatively impacted the University to a much larger degree than can be measured in time and money spent or wasted.*

Accounting



Total Responses: 230

Summary: The comments were uniformly negative, and many were vitriolic. The two most frequent criticisms related to the rigidity of rules related to travel reimbursement and expenditure of grant funds.

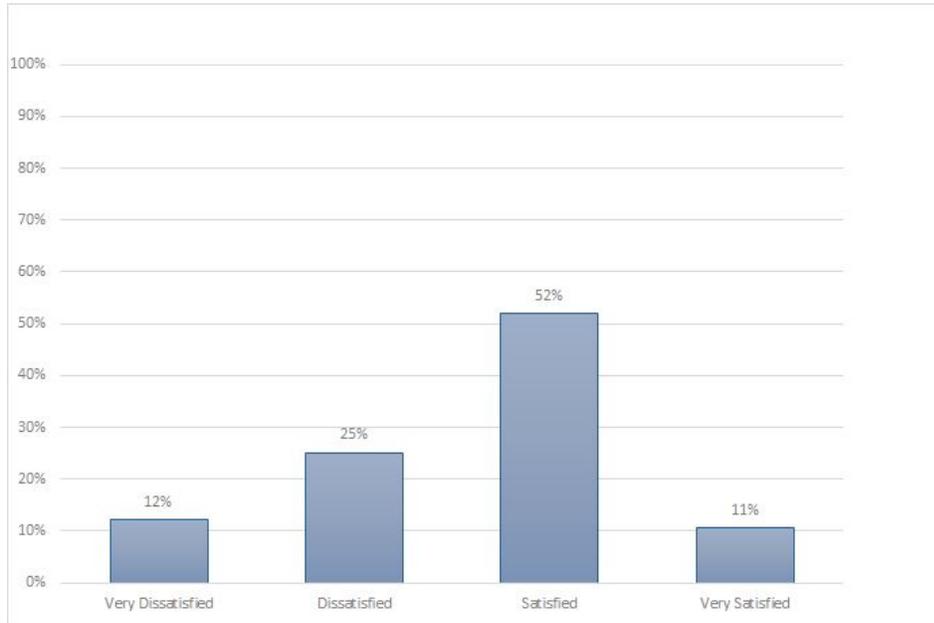
"--- [T]he culture at Accounting is that accounting rules are sacrosanct -- The message is that accounting runs research. Accounting is the ultimate goal of the campus because the worst thing that could happen is an audit."

"Possibly the worst department on campus. Their attitude is in dire need for a major change. They need to understand the needs of faculty and not keep putting up obstacles."

"Accounting is impossible, actively prevents faculty from using research funds."

"Travel reimbursements and travel pre-payment are a horrific nightmare."

Procurement Services



Total Responses: 171

Summary: While the comments on Procurement were almost uniformly negative, most concerned the excessive rigidity and slowness of the procurement procedure rather than the attitude of the staff, and none suggested the degree of frustration, antipathy, and exasperation that was the norm in the comments on Accounting.

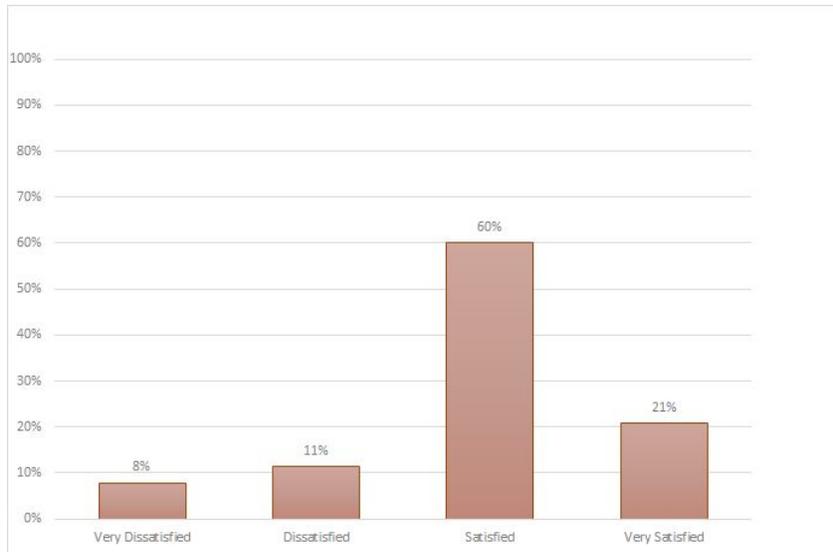
"Used to be the best service unit on campus, now the worst. Poor communication. [Items] that appear to be on order in the system are not. Implement made up rules (which orders have to go out for bid) and requirement for approval from A&E and ES&H delay orders ---".

"Procurement services is too restrictive in the vendors that can be used -- which are outdated and expensive."

"Very slow and does not seem to understand the urgency of research needs."

"In the past two years, they have undergone new rules or some other problems that make them very inefficient. --- Orders are held up for no good reason --- Purchasing agents decide to require extra rules that are not required by UC, ---"

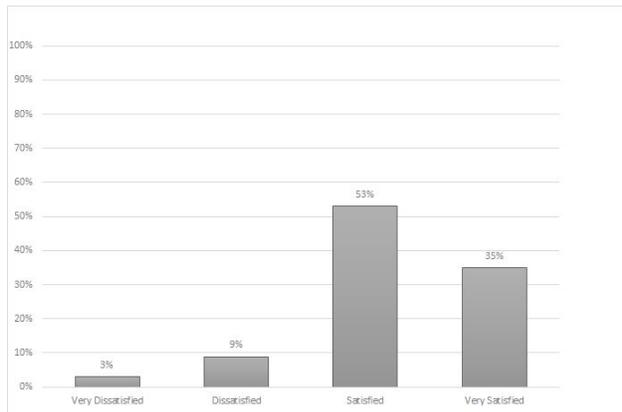
International Scholars Office



Total Responses: 140

Summary: Of the 140 respondents to whom the ISS Office applied, the vast majority was 'satisfied' (84) or 'very satisfied' (29). 27 reported dissatisfaction (11 'very dissatisfied' and 16 'dissatisfied'). This survey contained just two direct comments, one at each end of the spectrum. One respondent notes that 'The only way to get something done is to go in person' while the other profoundly thanks the ISS for their 'tremendous work with our international students'.

Library



Total Responses: 258

Summary: Faculty feedbacks on library service are mixed. Some faculty acknowledge the effort and improvement in library services, and are especially grateful for interlibrary loan service department staff for their respectful and genuine assistance for faculty research needs. Yet most feedbacks remain indicating unsatisfactory attitudes toward library service. Faculty believe library is insufficiently equipped to meet research and teaching needs, understaffed and underfunded, lacks of advanced digitalization and streamlining technologies, counterproductive, and generally is not compatible with the pace of a research university. Some quotes are:

“Rivera Library has made excellent facility and procedural improvements. The Interlibrary Loan office and staff, and especially Janet Moores, are *the* most helpful people on campus. They treat faculty with respect and genuine.”

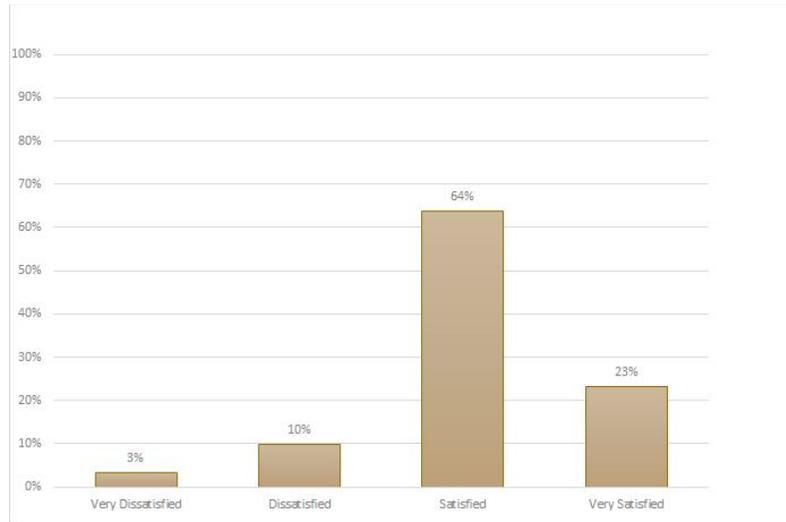
“The library is insufficiently staffed and funded. It does not have enough competent and dedicated staff to acquire new materials and lacks funds for proactive acquisitions. At other universities, faculty can save time through book and material delivery and return services instead of having to walk to library facilities. Placing a “hold” requires 1 or more days instead of hours. Digitization of film and videos is completely insufficient. At other universities, film and videos can be streamed off the library website, at UCR only a very small sample is available through a private provider, making it necessary to walk to library facilities, check out media, and find a place to view them. This is a cumbersome and time-consuming process that is totally out of date.

Streaming insufficiency - If I understand correctly this is primarily a problem related to the university server, not capable of handling the amount of e-service needed, rather than a copyright issue. Copyright issues have been solved elsewhere, so it should be possible here as well. Generally, the speed of connectivity to library services, ilearn (for collaborative research), is slow, again leading to unnecessary waiting for webpages to load. Any issues requiring assistance from Computing cannot be solved in a timely manner. The help desk does not immediately answer calls and the only competent person working with Mac computers (Bart Kats) is overworked. There is no competent staff to help with any media technology related issues such as creating digital clips and images from vhs materials, producing high quality video grabs for publication, etc.”

“UCR needs a library budget consistent with a research university.”

“The library is not keeping up with our needs.”

Fleet Services

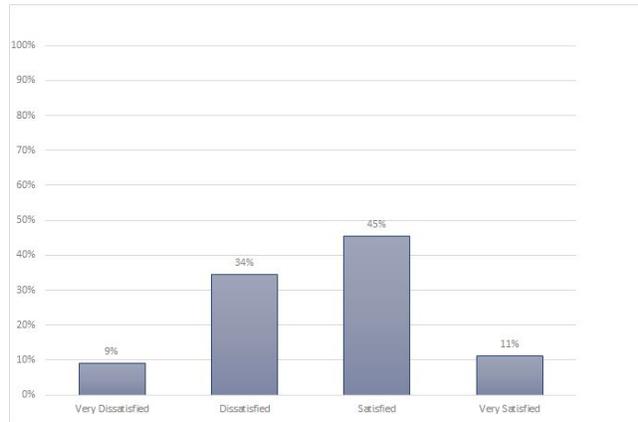


Total Responses: 91

Summary: Faculty feedbacks on fleet service are generally good. Some quotes:
“Fleet Services: efficient & professional, bill promptly, shipped items arrive on time at destinations.”

“Fleet service does not have 4x4 vehicles that can easily navigate mountain roads.”

Travel



Total Responses: 198

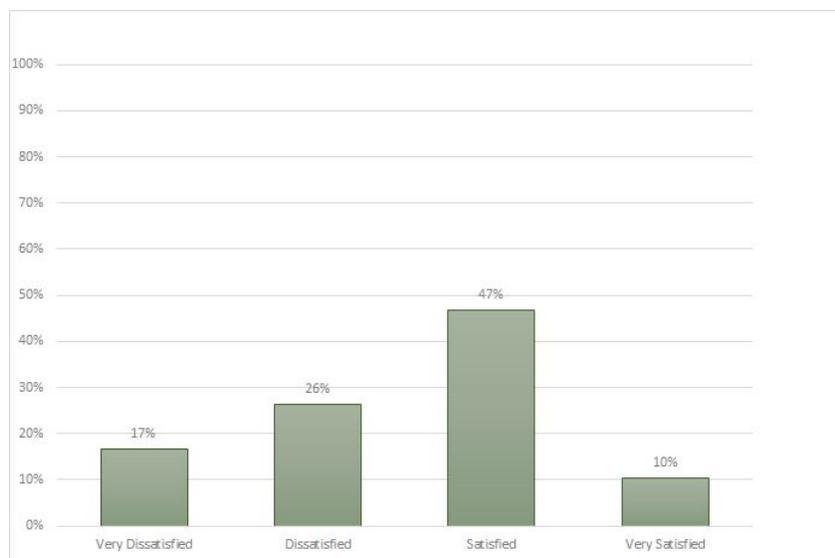
Summary: Travel appears to be 'somewhat negative' from the viewpoint of faculty compared to other divisions. There were 18 very dissatisfied (8th from the bottom), 68 dissatisfied (4th from the bottom), 90 satisfied (7th from the top) and 22 very satisfied (7th from the top).

Highlights of comments:

Broadly, faculty are critical of the time it takes to get a travel reimbursement. Connexus is unusable and does not provide competitive fares or suitable itineraries. Moreover their travel agent is not very helpful or competent. Travel reimbursement procedures are very cumbersome. The main points raised were:

- It takes a long time to get travel reimbursement. Including to prominent visiting speakers or artists who are not paid for services rendered even after several months.
- Connexus is unusable as the interface is 'just terrible' and better deals are available outside (Travelocity, Expedia etc.). The site is difficult to navigate. The travel agents are not attentive, helpful, and are not sufficiently competent.
- Travel reimbursement paperwork is complicated and negatively impacts research productivity. Especially filling out, printing, and hand-signing forms explaining that a faculty member didn't follow certain office procedures because a he/she was following the advice of a staff member who hadn't been informed of those procedures
- The availability of funding for conference travel and small research grants for both faculty and grad students is inadequate.
- Travel advances should be allowed on any airfare purchased from any reliable vendor with a valid receipt. Why should Connexus be the only one that can be direct billed? Our travel reimbursement policies and systems are behind the times.
- The max #'s for meals are too low to cover the costs of meals when traveling. It is frustrating to have grant money to cover food, but not to be able to be reimbursed.
- There are also bizarre rules such as the refusal to reimburse for a package flight/hotel that is cheaper than buying separately. This does not seem logical.

UC Path



Total Responses: 193

Summary: Faculty feedbacks on UC Path are overwhelmingly negative. While faculty members believe the UC Path system is still new and they need time to adjust to the system, most feedbacks already identify serious problems with this relatively new system. The problems include too much documentation needed for reimbursement, increasingly workload for the staff, the lack of transparency, and the waste of critical research time for faculty for dealing with a time-consuming process. Some quotes from faculty are as follows:

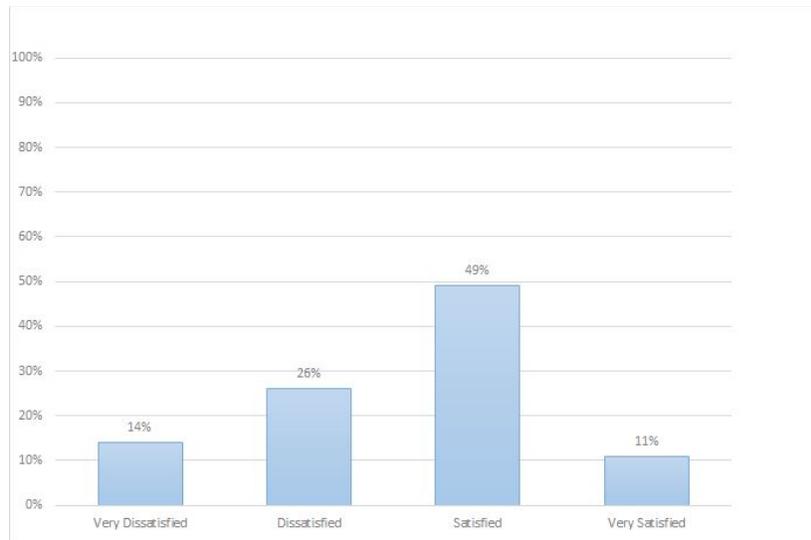
“UC Path rollout has been a disaster so far, increasing the workload of the personnel staff tremendously and generating a ton of mistakes in terms of underpayment and overpayment. It provides poor transparency. In every way that I have seen it is a worse system than the one it replaced.”

“UC Path has been disastrous for us as several faculty, TA's and staff members were not paid/not paid on time/had their health care coverage revoked.”

“UC Path is a nightmare.”

“UC Path: It went live too soon with too many issues. Graduate students were paid improperly (some more, some less or nothing). It is hard to find things in the system. They take away critical faculty time from research.”

Transportation Services



Total Responses: 249

Summary: UCR, like almost all other universities, prices parking below the market-clearing level, uses regulations to ration the excess demand, and relies heavily on parking fines to finance its operation. Most of the criticisms related to the rationing mechanisms employed and to the rigidity of parking enforcement. Some related to specific parking facilities.

"There is not enough carpool parking for faculty."

"Visitor parking spaces are not well marked, and credit card purchases do not work. It is expected that visitors should download an app to purchase their parking, which is unrealistic."

"The intersection near the HMNSS building and lot 5 is dangerous, with far too many students and far too much vehicle traffic -- The new lot beyond the freeway has compounded the problem. --- A pedestrian bridge would be the best solution but is likely cost prohibitive. --- The bike lanes are extremely dangerous."