

# Office of Global Affairs

Feedback Summary	Count
Collaborate/Duplication/Efficiency	4
Improve Student Experience	21
Marketing and Customer Service	23
Poor or No Service	11
Reduce Services	14
Do Not Cut	2
Positive Feedback	36
Total Comments	111

## Highlights:

- Concerns about staff being unavailable and unresponsive
- Several specific references to their remote work being an issue with service
- Support for students and faculty isn't timely and requires much follow up
- Several concerns refer to leadership issues in the unit
- Positive experiences related to passport services, visa processing, and study abroad