Customer Satisfaction Survey Results
2016

In February 2016, the Office of Information Technology (OIT) conducted our first annual survey of faculty and staff as part of an overall strategy for continuous service improvement.

In cooperation with UC San Diego, who has been successfully using this process for many years, our goal is to learn which OIT services are of most value, and where we have opportunities to serve the campus better.

Background

Audience
Surveys were sent to all academic personnel and staff.

Methodology
This was an on-line survey conducted by the UC San Diego's Organizational Performance Assessments (OPA) Unit. Email was sent out to each participant with an individual access code. Individual responses are confidential, though we recorded which department individuals were in to help provide an understanding of specific department needs and requirements.

How the Information Will Be Used
OIT executive leadership will analyze the results to develop a strategic plan for the coming year. OIT leadership will look at what is going well, what things are improving each year, and what needs extra attention. Those areas that appear to need special attention will be prioritized and a general plan for making improvements will be developed for the next fiscal year. We will follow up individually with clients who have given us their contact information.

More information can be found on our website:
www.oit.uci.edu/org/customer-satisfaction-survey/
Areas Evaluated

Customer Support Satisfaction
Our survey covered 28 service areas of support within 5 OIT divisions including:

- Central Services
- Client Services
- Enterprise Applications
- Enterprise Infrastructure
- Student and Academic Services

Each survey area consisted of 6 to 8 standard satisfaction questions and 1-2 supplemental questions (optional). One standard verbatim comment box enabled participants to provide feedback on how to provide better service. Some areas had one additional comment box. Participants were also asked to include their UCInetID if they wanted to be contacted regarding their comments.

OIT Application and System Satisfaction
The survey also included a Likert-scale survey of individual applications and systems across all of OIT.

Technology Used on Campus
The survey included questions on the devices and technologies used most on campus for University business.
High Level Overview of Results

Support Area Satisfaction

93% of support areas in OIT were ranked as Good or Excellent.

Application and System Satisfaction

90% of OIT systems were ranked as Good or Excellent.
Technologies Used

We were able to gain valuable insight into the technologies used to conduct University Business.

Device Used Most Often for University Business

Mobile Device Used for University Business

Browser Used Most Often for University Business

Email Client Used for University Business

Calendar Used Most Often for University Business

File Sharing Apps Used for University Business