Customer Satisfaction Survey Results
2016

Earlier this year, as part of a strategy for continuous service improvement, the Office of Information Technology distributed a Customer Satisfaction Survey.

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.

More information can be found on our website:
www.oit.uci.edu/org/customer-satisfaction-survey/
High Level Overview of Results

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. 83 Applications and Systems were included in the survey.

90% of OIT systems were ranked as Good or Excellent.
2016 OIT Customer Satisfaction Survey

Technologies Used

The survey included questions on the devices and technologies used most on campus for University business. We were able to gain valuable insight into the technologies used most often.

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