

**Highlights:**

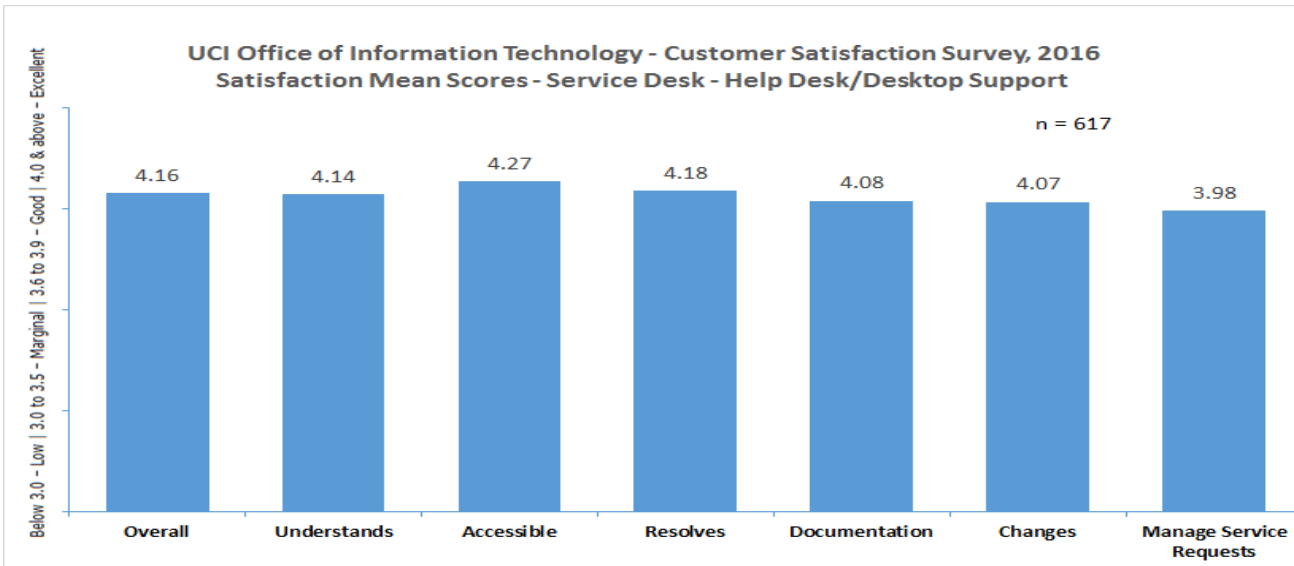
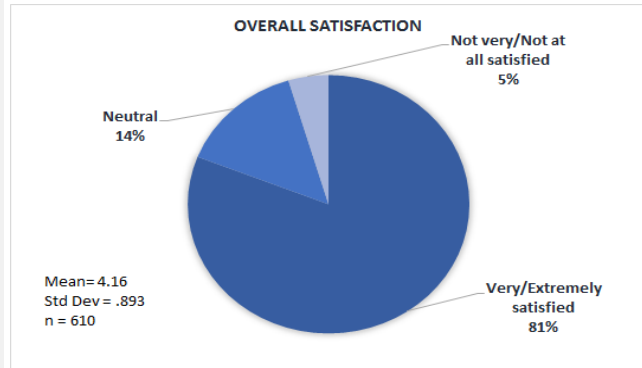
- 617 individuals rated this area.
- Average of the six standard satisfaction questions: 4.15 (Scale 1-5).

**Strengths:**

All satisfaction mean scores are in the excellent range (4.0 or greater). The goal is to sustain excellence in all areas.

**Verbatim Comment Highlights:**

- Cordial, professional, and efficient staff.
- Improve training to route issues to the right person.
- Phones are answered promptly, but knowledge of staff is uneven.
- Provide continuous email thread for service status updates.



**Background:**

- 2015 was the first year OIT participated in the annual survey.
- Survey period: Feb. 9 to Feb. 29, 2016
- Twenty-eight (28) OIT service areas were rated.
- 9,965 academic personnel and staff were invited to participate in the survey.
- 12% (1,207) responded to the survey.
- 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.

