2016 Customer Satisfaction Survey - IT Security

Highlights:

• 133 individuals rated this area.

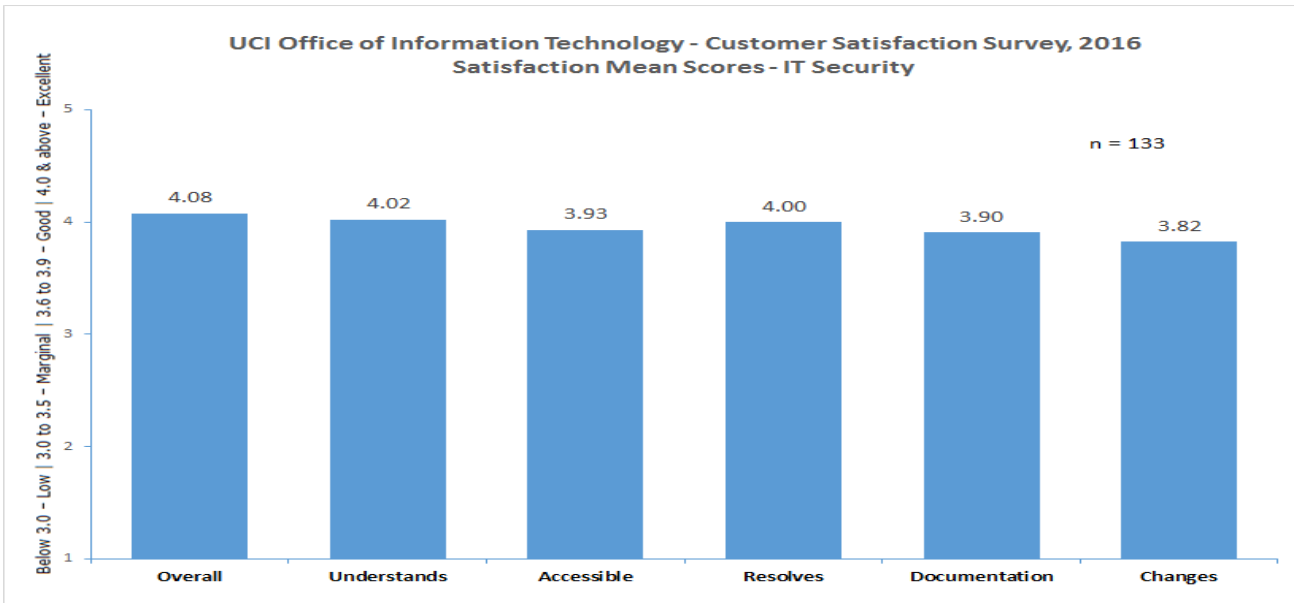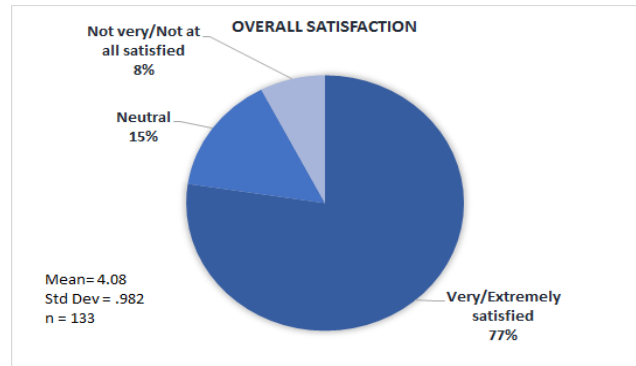• Average of the six standard satisfaction questions: 3.96 (Scale 1-5).

Strengths:
- Understands my needs
- Resolves problems

Opportunities:
- Provides effective documentatio
- Changes to meet needs

Verbatim Comment Highlights:
- Team is top-notch.
- Provide more training and recommendations on tools for backup, scanning, and encryption.
- Improve email response times.
- Provide better VPN services.

OVERALL SATISFACTION

Not very/Not at all satisfied 8%
Neutral 15%
Very/Extremely satisfied 77%

Mean= 4.08
Std Dev = .982
n = 133

UCI Office of Information Technology - Customer Satisfaction Survey, 2016
Satisfaction Mean Scores - IT Security

Below 3.0 – Low | 3.0 to 3.5 – Marginal | 3.6 to 3.9 – Good | 4.0 & above – Excellent

n = 133

Overall	Understands	Accessible	Resolves	Documentation	Changes
4.08	4.02	3.93	4.00	3.90	3.82

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 aeras had one additional comment box. Participants were also asked to include their UCInetID if they wanted to be contacted regarding their comments.

Strengths — Influential Strengths

Understands

Resolves

Accessible

Documents

Changes

Secondary Opportunities — Primary Opportunities

Mean

Correlation