2016 Customer Satisfaction Survey - Webmail/IMAP
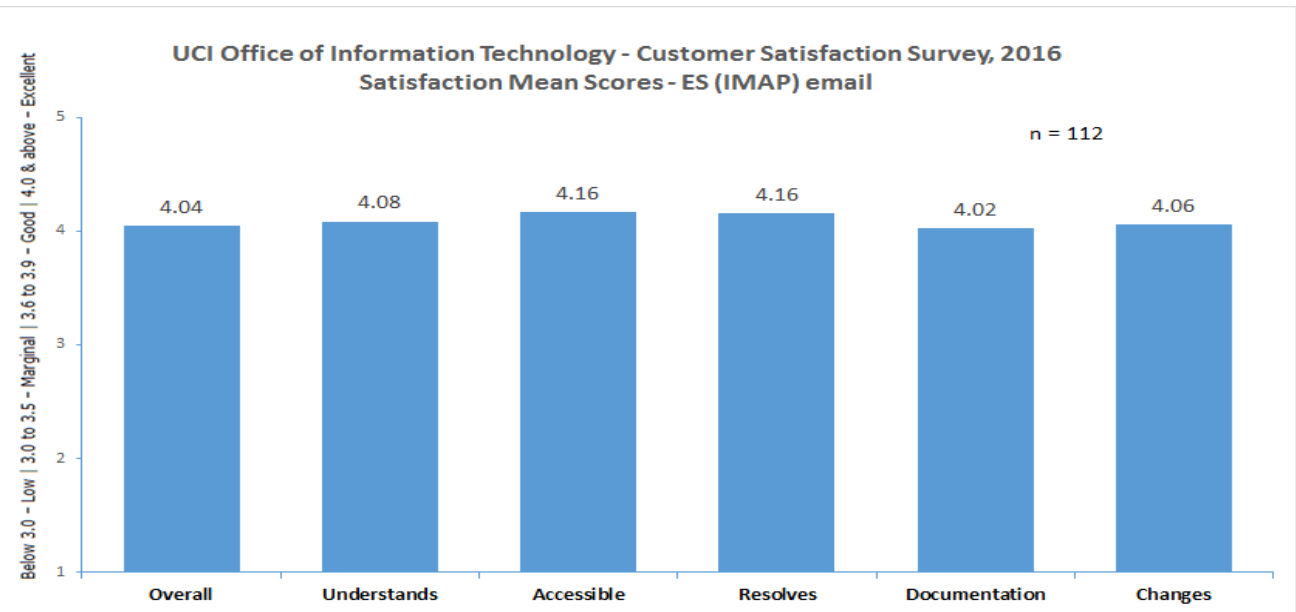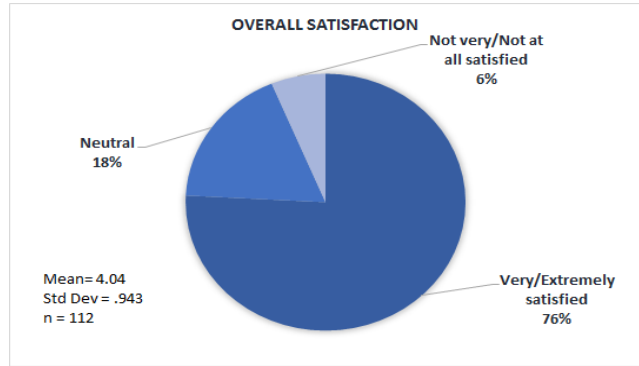
Highlights:

•112 individuals rated this area.

•Average of the six standard satisfaction questions: 4.09 (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:
- Service is generally reliable.
- Some issues with email access from international locations and with putting email on more than one computer system (e.g, staff/faculty).

OVERALL SATISFACTION

Not very/Not at all satisfied 6%

Neutral 18%

Very/Extremely satisfied 76%

Mean= 4.04
Std Dev = .943
n = 112

UCI Office of Information Technology - Customer Satisfaction Survey, 2016
Satisfaction Mean Scores - ES (IMAP) email

n = 112

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

Overall	Understands	Accessible	Resolves	Documentation	Changes
4.04	4.08	4.16	4.16	4.02	4.06

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

Accessible
Resolves

Understands

Changes

Documents

Secondary Opportunities | Primary Opportunities

Mean

Correlation

UCI Office of Information Technology