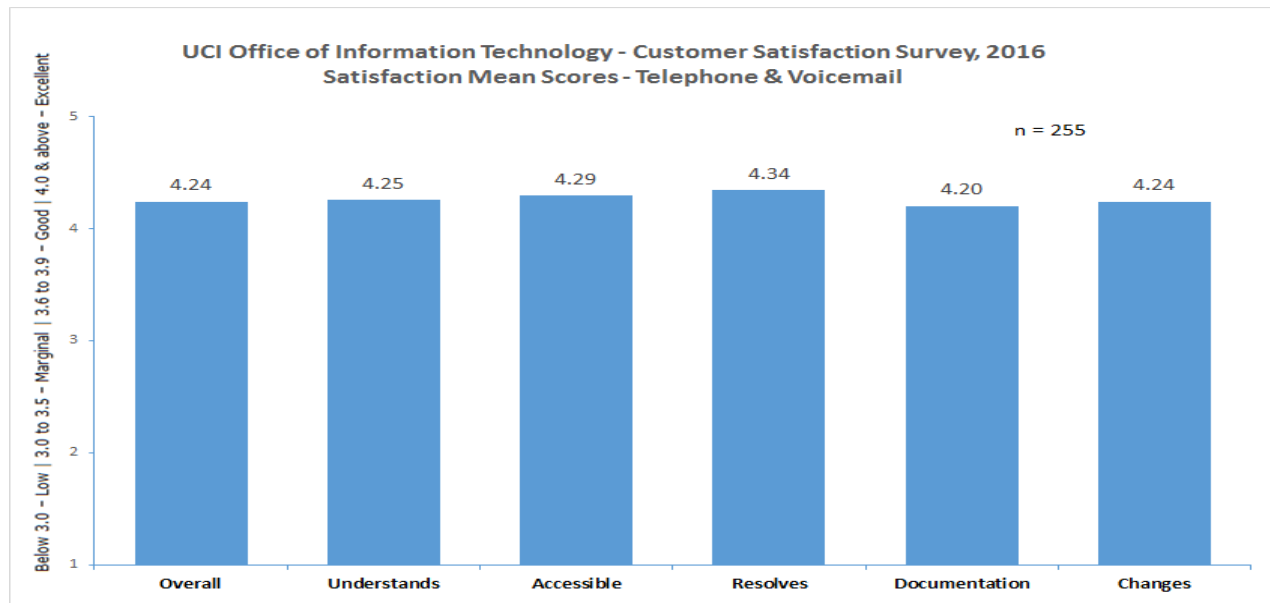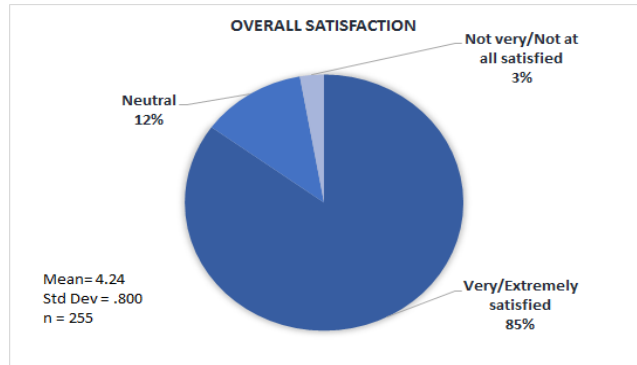**Highlights:**

• 255 individuals rated this area.

• Average of the six standard satisfaction questions: 4.26 (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:
• Appreciate quick attention to requests.
• New voicemail system has been an improvement.

OVERALL SATISFACTION

Not very/Not at all satisfied 3%

Neutral 12%

Very/Extremely satisfied 85%

Mean= 4.24
Std Dev = .800
n = 255

UCI Office of Information Technology - Customer Satisfaction Survey, 2016
Satisfaction Mean Scores - Telephone & Voicemail

n = 255

Overall	Understands	Accessible	Resolves	Documentation	Changes
4.24	4.25	4.29	4.34	4.20	4.24

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

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

Resolves

Accessible

Changes

Understands

Documents

Secondary Opportunities | Primary Opportunities

Mean / Correlation