2016 OIT Customer Satisfaction Survey

AUDIENCE

Sent to **9,965** UCI Faculty & Staff
12% Response Rate (1,207)

METHODOLOGY

Confidential On-line Survey
Email Invitation – February 2016

AREAS EVALUATED

28 Service Support Areas
6-8 Standard Questions
1-2 Supplemental Questions

93% Rated as Good or Excellent
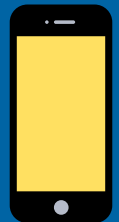
83 Applications & Systems

90% Rated as Good or Excellent

Top Technology Used on Campus for University Business

Top Device .... PC Desktop (59%)
Top Mobile Device .... iPhone (49%)
Top Browsers .... Firefox (38%) & Chrome (38%)
Top Email Client .... Outlook (43%)

We're Listening

OIT leadership is analyzing the results to develop a plan for the next fiscal year. Areas that appear to need special attention will be prioritized and a general plan for making improvements is being developed.

More information – www.oit.uci.edu/org/customer-satisfaction-survey/

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