2017 OIT Customer Satisfaction Survey

AUDIENCE

Sent to **9,337** UCI Faculty & Staff
15% Response Rate (1,430)

METHODOLOGY

Confidential On-line Survey
Email Invitation – October 2017

AREAS EVALUATED

27 Customer Support Satisfaction
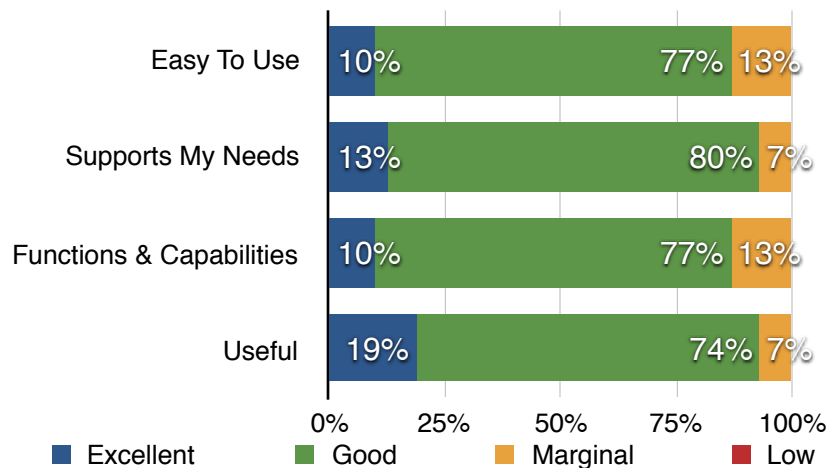
6-8 Standard Questions + Verbatim comment box

Excellent 7%
Good 93%

100% Rated Good or Excellent

69 Applications & Systems

4 Standard Questions + Verbatim comment box

	Excellent	Good	Marginal
Easy To Use	10%	77%	13%
Supports My Needs	13%	80%	7%
Functions & Capabilities	10%	77%	13%
Useful	19%	74%	7%

0%   25%   50%   75%   100%

■ Excellent   ■ Good   ■ Marginal   ■ Low

86% of Applications & Systems showed improvement from 2016*
*No data to compare for 14.5% of systems

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.

UCI