UCI Office of Information Technology

2016 OIT Customer Satisfaction Survey

Welcome to the 2016 Office of Information Technology
Customer Satisfaction Survey!

Thank you in advance for taking the time to complete this survey. Your responses and comments will be used to improve IT services for UCI and to choose priorities for new services.

If your access code does not automatically appear below, please look for the code in the email invitation to the survey. It should be a sequence of six letters. Enter that code into the box, then click **Login**.

We encourage you to complete the entire survey in a single session. However if you must exit before submitting, click the "Finish Later" button. You will need to log in again to resume the survey from the point you left off.

During the survey, please use the provided **"Next"** and **"Back"** buttons rather than your browser's navigation buttons.

When you have submitted the survey, your responses will be tallied anonymously, and you will be entered into a drawing for an Amazon gift certificate.

Your Access Code:

[   ]

Login

2016 OIT Customer Satisfaction Survey

Tell us how we're doing to support your IT needs. Help us help you.

Instructions:

The survey has three sections:

1. **Support Groups**: Rate the OIT support groups from whom you have received service within the last 12 months.
2. **System Satisfaction**: Rate your satisfaction with our systems, applications, and tools.
3. **Technology Used**: Tell us about the types of technology you use regularly for University business.

Your responses are confidential.

If you have any questions, contact oitsurvey@uci.edu
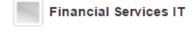
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2016 OIT Customer Satisfaction Survey

Select the OIT Support Groups You Have Worked With in the Past 12 Months

All OIT groups who are participating in this year's survey are displayed on this page, shown to you by **Service Category**. You may also view them **Alphabetically** by clicking the appropriate button below. You will be asked to rate your level of satisfaction on aspects of the overall group and staff customer service. You will also be provided an opportunity to provide your comments and suggestions for improving each group you rate.

Please **CHECK** any of the groups you have received service from in the last 12 months. You can move back and forth between views and your selections will be retained. Once you begin your customized survey, you will only see the questions for the groups you choose to rate. You can add or remove groups and save your progress at any time to complete the survey in multiple sessions.

GROUP SELECTION (BY SERVICE CATEGORY)	GROUP SELECTION (ALPHABETICALLY)

- [ ] **Check All**

Service & Support

- [ ] **Help Desk/Desktop Support**

- [ ] **IT Security**

- [ ] **Servers and Backups**

- [ ] **Software Licensing**

- [ ] **UCInetIDs, Identity, and Access**

Utility & Office Applications

- [ ] **Exchange/O365**

- [ ] **File Sharing and Collaboration**

- [ ] **UCI Gmail**

- [ ] **Webmail/IMAP**

2016 OIT Customer Satisfaction Survey

Infrastructure

Network (wired and wireless)

Telephone/Voicemail

Instruction & Research

Classroom Technology Support

EEE: The Electronic Educational Environment

Research Computing Support

Web Content/Sites

Administrative & Financial

Accounting and Kuali Financial Systems IT

Admissions and Relations with Schools IT

Facilities Management IT

Financial Aid IT

2016 OIT Customer Satisfaction Survey

- [ ] Financial Services IT

- [ ] Graduate Division IT

- [ ] Human Resources IT

- [ ] KFS Decision Support

- [ ] Office of Research IT

- [ ] PPS Data Warehouse

- [ ] Registrar's Office IT

- [ ] Transportation and Distribution Services IT

- [ ] ZotPortal

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2016 OIT Customer Satisfaction Survey

OIT Support Groups You Have Worked With in the Past 12 Months

If you would like to change selections, click on one of the tabs below to update the groups you would like to rate. Your feedback makes a difference! We appreciate your time and effort to complete these questions. Note that you do not need to complete 100% of the questions to submit your survey.

GROUP SELECTION (BY SERVICE CATEGORY)   **GROUP SELECTION (ALPHABETICALLY)**

> Here are the groups you have selected to rate. If you would like to change your selections, click on either tab above to view the support groups. Click the NEXT button below to begin your survey.

- Help Desk/Desktop Support
- IT Security
- Servers and Backups
- Software Licensing
- UCInetIDs, Identity, and Access
- Exchange/O365
- File Sharing and Collaboration
- UCI Gmail
- Webmail/IMAP
- Network (wired and wireless)
- Telephone/Voicemail
- Classroom Technology Support
- EEE: The Electronic Educational Environment
- Research Computing Support
- Web Content/Sites
- Accounting and Kuali Financial Systems IT
- Admissions and Relations with Schools IT
- Facilities Management IT
- Financial Aid IT
- Financial Services IT
- Graduate Division IT
- Human Resources IT
- KFS Decision Support
- Office of Research IT
- PPS Data Warehouse
- Registrar's Office IT
- Transportation and Distribution Services IT
- ZotPortal

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2016 OIT Customer Satisfaction Survey

The Accounting and Kuali Financial Systems IT team develops and maintains a range of tools and systems for managing general accounting, accounts payable, purchasing, travel reimbursement, budgeting and more.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
1. Thinking about your **OVERALL** experience with Accounting and Kuali Financial Systems support, how would you rate your satisfaction with it during the past 12 months in meeting your needs?	◯	◯	◯	◯	◯	◯

Next, please rate your level of satisfaction with Accounting and Kuali Financial Systems support in each of the following:

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
2. Understanding my needs and requirements	◯	◯	◯	◯	◯	◯
3. Accessibility (via phone, voicemail, e-mail, etc.)	◯	◯	◯	◯	◯	◯
4. Resolving problems effectively	◯	◯	◯	◯	◯	◯
5. Providing effective online documentation and service information	◯	◯	◯	◯	◯	◯
6. Making changes in a direction that better meets my needs	◯	◯	◯	◯	◯	◯
7. Accounting and Kuali Financial Systems IT collaborates to meet user training needs on supported applications	◯	◯	◯	◯	◯	◯
8. Accounting and Kuali Financial Systems IT communicates changes, new features and planned/unplanned down-time affecting supported applications	◯	◯	◯	◯	◯	◯

9. To help us provide better service, please include your comments in the text box here. If you wish Accounting and Kuali Financial Systems support to contact you regarding your concerns, please include your UCInetID.

Limit 1500 characters. Characters remaining: 1500

2016 OIT Customer Satisfaction Survey

The Admissions and Relations with Schools IT team develops and maintains a range of tools and systems for managing the recruitment, selection and admission of undergraduate students.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
1. Thinking about your **OVERALL** experience with Admissions and Relations with Schools IT support, how would you rate your satisfaction with it during the past 12 months in meeting your needs?	○	○	○	○	○	○

Next, please rate your level of satisfaction with Admissions and Relations with Schools IT support in each of the following:

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
2. Understanding my needs and requirements	○	○	○	○	○	○
3. Accessibility (via phone, voicemail, e-mail, etc.)	○	○	○	○	○	○
4. Resolving problems effectively	○	○	○	○	○	○
5. Providing effective online documentation and service information	○	○	○	○	○	○
6. Making changes in a direction that better meets my needs	○	○	○	○	○	○
7. Admissions and Relations with Schools IT collaborates to meet user training needs on supported applications	○	○	○	○	○	○
8. Admissions and Relations with Schools IT communicates changes, new features and planned/unplanned down-time affecting supported applications	○	○	○	○	○	○

9. To help us provide better service, please include your comments in the text box here. If you wish Admissions and Relations with Schools IT support to contact you regarding your concerns, please include your UCInetID.

Limit 1500 characters. Characters remaining: 1500

2016 OIT Customer Satisfaction Survey

The Classroom Technology (CTS) team manages equipment in the 131 general assignment SmartClassrooms at UCI and also rents out A/V equipment to support courses and events. They support technology such as iClicker, and recently began supporting UCI Replay.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
1. Thinking about your **OVERALL** experience with Classroom Technology support, how would you rate your satisfaction with it during the past 12 months in meeting your needs?	○	○	○	○	○	○
Next, please rate your level of satisfaction with Classroom Technology support in each of the following:						
2. Understanding my needs and requirements	○	○	○	○	○	○
3. Accessibility (via phone, voicemail, e-mail, etc.)	○	○	○	○	○	○
4. Resolving problems effectively	○	○	○	○	○	○
5. Providing effective online documentation and service information	○	○	○	○	○	○
6. Making changes in a direction that better meets my needs	○	○	○	○	○	○

7. To help us provide better service, please include your comments in the text box here. If you wish Classroom Technology support to contact you regarding your concerns, please include your UCInetID.

Limit 1500 characters. Characters remaining: 1500

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2016 OIT Customer Satisfaction Survey

EEE is UCI's course management system, featuring a suite of tools to facilitate course communication, collaboration, and administration. The EEE team supports both the EEE website and applications, as well as the UCI Canvas Pilot. We are interested in learning about how we are keeping up with the support needs of the campus given the changing learning management system environment, including new systems, third-party tools, and increased use of technology in teaching and learning.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
1. Thinking about your **OVERALL** experience with EEE support, how would you rate your satisfaction with it during the past 12 months in meeting your needs?	○	○	○	○	○	○

Next, please rate your level of satisfaction with EEE support in each of the following:

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
2. Understanding my needs and requirements	○	○	○	○	○	○
3. Accessibility (via phone, voicemail, e-mail, etc.)	○	○	○	○	○	○
4. Resolving problems effectively	○	○	○	○	○	○
5. Providing effective online documentation and service information	○	○	○	○	○	○
6. Making changes in a direction that better meets my needs	○	○	○	○	○	○

7. To help us provide better service, please include your comments in the text box here. If you wish EEE support to contact you regarding your concerns, please include your UCInetID.

Limit 1500 characters. Characters remaining: 1500

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2016 OIT Customer Satisfaction Survey

Exchange/Office 365 email is the Microsoft cloud email service, part of the UCI Office 365 suite.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
1. Thinking about your **OVERALL** experience with Exchange/Office 365 email support, how would you rate your satisfaction with it during the past 12 months in meeting your needs?	○	○	○	○	○	○

Next, please rate your level of satisfaction with Exchange/Office 365 email support in each of the following:

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
2. Understanding my needs and requirements	○	○	○	○	○	○
3. Accessibility (via phone, voicemail, e-mail, etc.)	○	○	○	○	○	○
4. Resolving problems effectively	○	○	○	○	○	○
5. Providing effective online documentation and service information	○	○	○	○	○	○
6. Making changes in a direction that better meets my needs	○	○	○	○	○	○

7. To help us provide better service, please include your comments in the text box here. If you wish Exchange/Office 365 email support to contact you regarding your concerns, please include your UCInetID.

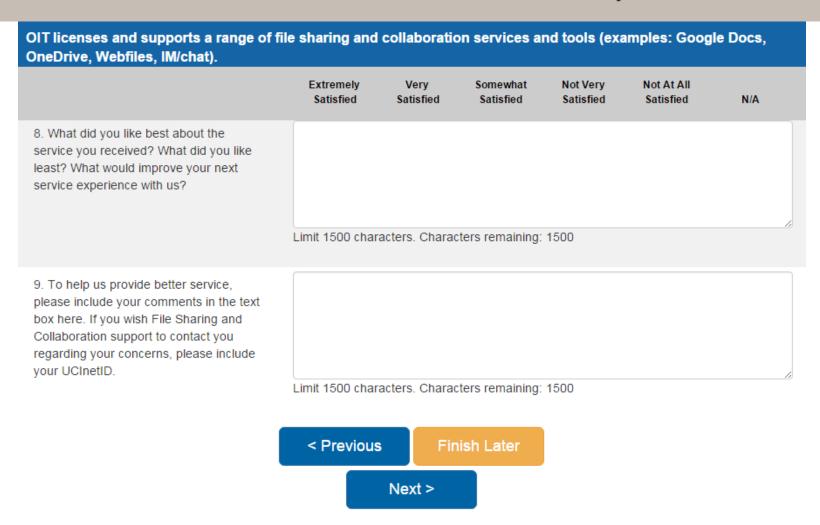Limit 1500 characters. Characters remaining: 1500

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2016 OIT Customer Satisfaction Survey

The Facilities Management IT team develops and maintains a range of tools and systems for managing the daily operation, repair, and maintenance of UCI buildings and grounds.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
1. Thinking about your **OVERALL** experience with Facilities Management IT support, how would you rate your satisfaction with it during the past 12 months in meeting your needs?	○	○	○	○	○	○

Next, please rate your level of satisfaction with Facilities Management IT support in each of the following:

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
2. Understanding my needs and requirements	○	○	○	○	○	○
3. Accessibility (via phone, voicemail, e-mail, etc.)	○	○	○	○	○	○
4. Resolving problems effectively	○	○	○	○	○	○
5. Providing effective online documentation and service information	○	○	○	○	○	○
6. Making changes in a direction that better meets my needs	○	○	○	○	○	○
7. Facilities Management IT collaborates to meet user training needs on supported applications	○	○	○	○	○	○
8. Facilities Management IT communicates changes, new features and planned/unplanned down-time affecting supported applications	○	○	○	○	○	○

9. To help us provide better service, please include your comments in the text box here. If you wish Facilities Management IT support to contact you regarding your concerns, please include your UCInetID.

Limit 1500 characters. Characters remaining: 1500

2016 OIT Customer Satisfaction Survey

OIT licenses and supports a range of file sharing and collaboration services and tools (examples: Google Docs, OneDrive, Webfiles, IM/chat).

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
1. Thinking about your **OVERALL** experience with the File Sharing and Collaboration support, how would you rate your satisfaction with it during the past 12 months in meeting your needs?	◯	◯	◯	◯	◯	◯
Next, please rate your level of satisfaction with File Sharing and Collaboration support in <u>each</u> of the following:						
2. Understanding my needs and requirements	◯	◯	◯	◯	◯	◯
3. Accessibility (via phone, voicemail, e-mail, etc.)	◯	◯	◯	◯	◯	◯
4. Resolving problems effectively	◯	◯	◯	◯	◯	◯
5. Providing effective online documentation and service information	◯	◯	◯	◯	◯	◯
6. Making changes in a direction that better meets my needs	◯	◯	◯	◯	◯	◯

7. Which of the following File Sharing and Collaboration services do you use? Check all that apply:

- ☐ **Google Apps/Google Docs/Google Drive**
- ☐ **Office 365/Office for the Web/SharePoint/Lync**
- ☐ **Webfiles**
- ☐ **Internet Messaging (chat.oit.uci.edu)**

2016 OIT Customer Satisfaction Survey

OIT licenses and supports a range of file sharing and collaboration services and tools (examples: Google Docs, OneDrive, Webfiles, IM/chat).

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
8. What did you like best about the service you received? What did you like least? What would improve your next service experience with us?						

Limit 1500 characters. Characters remaining: 1500

9. To help us provide better service, please include your comments in the text box here. If you wish File Sharing and Collaboration support to contact you regarding your concerns, please include your UCInetID.						

Limit 1500 characters. Characters remaining: 1500

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2016 OIT Customer Satisfaction Survey

The Financial Aid IT team develops and maintains a range of tools and systems for managing financial aid and scholarships at UCI.	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
1. Thinking about your **OVERALL** experience with Financial Aid IT support, how would you rate your satisfaction with it during the past 12 months in meeting your needs?	○	○	○	○	○	○
Next, please rate your level of satisfaction with Financial Aid IT support in each of the following:						
2. Understanding my needs and requirements	○	○	○	○	○	○
3. Accessibility (via phone, voicemail, e-mail, etc.)	○	○	○	○	○	○
4. Resolving problems effectively	○	○	○	○	○	○
5. Providing effective online documentation and service information	○	○	○	○	○	○
6. Making changes in a direction that better meets my needs	○	○	○	○	○	○
7. Financial Aid IT collaborates to meet user training needs on supported applications	○	○	○	○	○	○
8. Financial Aid IT communicates changes, new features and planned/unplanned down-time affecting supported applications	○	○	○	○	○	○

9. To help us provide better service, please include your comments in the text box here. If you wish Financial Aid IT support to contact you regarding your concerns, please include your UCInetID.

Limit 1500 characters. Characters remaining: 1500

2016 OIT Customer Satisfaction Survey

The Financial Services IT team develops and maintains a range of tools and systems for managing student billing, the Cashier's Office, account receivables and more.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
1. Thinking about your **OVERALL** experience with Financial Services IT support, how would you rate your satisfaction with it during the past 12 months in meeting your needs?	○	○	○	○	○	○

Next, please rate your level of satisfaction with Financial Services IT support in each of the following:

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
2. Understanding my needs and requirements	○	○	○	○	○	○
3. Accessibility (via phone, voicemail, e-mail, etc.)	○	○	○	○	○	○
4. Resolving problems effectively	○	○	○	○	○	○
5. Providing effective online documentation and service information	○	○	○	○	○	○
6. Making changes in a direction that better meets my needs	○	○	○	○	○	○
7. Financial Services IT collaborates to meet user training needs on supported applications	○	○	○	○	○	○
8. Financial Services IT communicates changes, new features and planned/unplanned down-time affecting supported applications	○	○	○	○	○	○

9. To help us provide better service, please include your comments in the text box here. If you wish Financial Services IT support to contact you regarding your concerns, please include your UCInetID.

Limit 1500 characters. Characters remaining: 1500

2016 OIT Customer Satisfaction Survey

The Graduate Division IT team develops and maintains a range of tools and systems in support of graduate education at UCI including admissions, enrolled student support, financial support and alumni.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
1. Thinking about your **OVERALL** experience with Graduate Division IT support, how would you rate your satisfaction with it during the past 12 months in meeting your needs?	○	○	○	○	○	○

Next, please rate your level of satisfaction with Graduate Division IT support in each of the following:

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
2. Understanding my needs and requirements	○	○	○	○	○	○
3. Accessibility (via phone, voicemail, e-mail, etc.)	○	○	○	○	○	○
4. Resolving problems effectively	○	○	○	○	○	○
5. Providing effective online documentation and service information	○	○	○	○	○	○
6. Making changes in a direction that better meets my needs	○	○	○	○	○	○
7. Graduate Division IT collaborates to meet user training needs on supported applications	○	○	○	○	○	○
8. Graduate Division IT communicates changes, new features and planned/unplanned down-time affecting supported applications	○	○	○	○	○	○

9. To help us provide better service, please include your comments in the text box here. If you wish Graduate Division IT support to contact you regarding your concerns, please include your UCInetID.

Limit 1500 characters. Characters remaining: 1500

UCI Office of Information Technology

2016 OIT Customer Satisfaction Survey

The OIT Service Desk (Help Desk and Desktop Support) is the first point of contact for OIT services including business systems, email, calendar, security, campus network and telephone, and OIT desktop. The OIT Service Desk (Help Desk and Desktop Support) is the first point of contact for OIT services including business systems, e-mail, calendar, security, campus network and telephone, and OIT desktop support.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
1. Thinking about your **OVERALL** experience with the OIT Service Desk, how would you rate your satisfaction with it during the past 12 months in meeting your needs?	◯	◯	◯	◯	◯	◯

Next, please rate your level of satisfaction with OIT Service Desk support in each of the following:

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
2. Understanding my needs and requirements	◯	◯	◯	◯	◯	◯
3. Accessibility (via phone, voicemail, e-mail, etc.)	◯	◯	◯	◯	◯	◯
4. Resolving problems effectively	◯	◯	◯	◯	◯	◯
5. Providing effective online documentation and service information	◯	◯	◯	◯	◯	◯
6. Making changes in a direction that better meets my needs	◯	◯	◯	◯	◯	◯
7. If you have experienced the OIT Service Desk web site (powered by ServiceNow), including the Self Service page, to what extent has this tool enabled you to manage your service requests?	◯	◯	◯	◯	◯	◯

7. Are you a client of OIT managed Desktop Support?

◯ Yes

◯ No

9. To help us provide better service, please include your comments in the text box here. If you wish OIT Service Desk support to contact you regarding your concerns, please include your UCInetID.

Limit 1500 characters. Characters remaining: 1500

2016 OIT Customer Satisfaction Survey

The Human Resources IT team develops and maintains a range of tools and systems for managing personnel, recruitment and employment at UCI.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
1. Thinking about your **OVERALL** experience with Human Resources IT support, how would you rate your satisfaction with it during the past 12 months in meeting your needs?	○	○	○	○	○	○

Next, please rate your level of satisfaction with Human Resources IT support in each of the following:

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
2. Understanding my needs and requirements	○	○	○	○	○	○
3. Accessibility (via phone, voicemail, e-mail, etc.)	○	○	○	○	○	○
4. Resolving problems effectively	○	○	○	○	○	○
5. Providing effective online documentation and service information	○	○	○	○	○	○
6. Making changes in a direction that better meets my needs	○	○	○	○	○	○
7. Human Resources IT collaborates to meet user training needs on supported applications	○	○	○	○	○	○
8. Human Resources IT communicates changes, new features and planned/unplanned down-time affecting supported applications	○	○	○	○	○	○

9. To help us provide better service, please include your comments in the text box here. If you wish Human Resources IT support to contact you regarding your concerns, please include your UCInetID.

Limit 1500 characters. Characters remaining: 1500

2016 OIT Customer Satisfaction Survey

The IT Security team protects the campus network against outside threats, tracks emerging threats (such as new viruses), filters SPAM from the incoming email stream, protects UCI intellectual property, privacy, and identity, and consults with campus affiliates as needed. IT Security also supports UCI's Virtual Private Network (VPN).

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
1. Thinking about your **OVERALL** experience with IT Security, how would you rate your satisfaction with it during the past 12 months in meeting your needs?	○	○	○	○	○	○

Next, please rate your level of satisfaction with IT Security support in each of the following:

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
2. Understanding my needs and requirements	○	○	○	○	○	○
3. Accessibility (via phone, voicemail, e-mail, etc.)	○	○	○	○	○	○
4. Resolving problems effectively	○	○	○	○	○	○
5. Providing effective online documentation and service information	○	○	○	○	○	○
6. Making changes in a direction that better meets my needs	○	○	○	○	○	○

7. Which of the following services provided by IT Security support do you use (see http://www.security.uci.edu/services.php? Check all that apply:

- ☐ **Network Security**
- ☐ **Information Protection**
- ☐ **Security, Privacy, and Risk**
- ☐ **Scanning and Logging**
- ☐ **Software**
- ☐ **Training**

2016 OIT Customer Satisfaction Survey

The IT Security team protects the campus network against outside threats, tracks emerging threats (such as new viruses), filters SPAM from the incoming email stream, protects UCI intellectual property, privacy, and identity, and consults with campus affiliates as needed. IT Security also supports UCI's Virtual Private Network (VPN).

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
8. What security tools, services, and support do you need provided in the future by OIT?						

Limit 1500 characters. Characters remaining: 1500

9. To help us provide better service, please include your comments in the text box here. If you wish IT Security support to contact you regarding your concerns, please include your UCInetID.

Limit 1500 characters. Characters remaining: 1500

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UCI Office of Information Technology

2016 OIT Customer Satisfaction Survey

Kuali Financial System (KFS) Decision Support is a set of tools and services that allow campus users to analyze and report on campus financial data.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
1. Thinking about your **OVERALL** experience with KFS Decision Support, how would you rate your satisfaction with it during the past 12 months in meeting your needs?	○	○	○	○	○	○

Next, please rate your level of satisfaction with KFS Decision Support in <u>each</u> of the following:

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
2. Understanding my needs and requirements	○	○	○	○	○	○
3. Accessibility (via phone, voicemail, e-mail, etc.)	○	○	○	○	○	○
4. Resolving problems effectively	○	○	○	○	○	○
5. Providing effective online documentation and service information	○	○	○	○	○	○
6. Making changes in a direction that better meets my needs	○	○	○	○	○	○
7. Meeting my financial reporting requirements	○	○	○	○	○	○

2016 OIT Customer Satisfaction Survey

Kuali Financial System (KFS) Decision Support is a set of tools and services that allow campus users to analyze and report on campus financial data.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
8. Which of the following services provided by KFS Decision Support do you use? Check all that apply: **Account Transaction Report**						
Fund Summary Report						
Account GL Detail AdHoc Report						
Central Office Reports (Accounting/Budget/Purchasing)						

9. To help us provide better service, please include your comments in the text box here. If you wish KFS Decision Support to contact you regarding your concerns, please include your UCInetID.

Limit 1500 characters. Characters remaining: 1500

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2016 OIT Customer Satisfaction Survey

The Network Operations team builds and maintains UCI's data network (UCInet - wired and wireless/WiFi).

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
1. Thinking about your **OVERALL** experience with the Network Operations support, how would you rate your satisfaction with it during the past 12 months in meeting your needs?	◯	◯	◯	◯	◯	◯

Next, please rate your level of satisfaction with Network Operations support in <u>each</u> of the following:

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
2. Understanding my needs and requirements	◯	◯	◯	◯	◯	◯
3. Accessibility (via phone, voicemail, e-mail, etc.)	◯	◯	◯	◯	◯	◯
4. Resolving problems effectively	◯	◯	◯	◯	◯	◯
5. Providing effective online documentation and service information	◯	◯	◯	◯	◯	◯
6. Making changes in a direction that better meets my needs	◯	◯	◯	◯	◯	◯

7. Which of the following Network Operations services do you use? Check all that apply:

☐ **Wired UCInet**

☐ **Wireless UCInet (Mobile Access)**

2016 OIT Customer Satisfaction Survey

The Network Operations team builds and maintains UCI's data network (UCInet - wired and wireless/WiFi).

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
8. What did you like best about the service you received? What did you like least? What would improve your next service experience with us?						

Limit 1500 characters. Characters remaining: 1500

9. To help us provide better service, please include your comments in the text box here. If you wish Network Operations support to contact you regarding your concerns, please include your UCInetID.						

Limit 1500 characters. Characters remaining: 1500

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2016 OIT Customer Satisfaction Survey

The Office of Research IT team develops and maintains a range of tools and systems for facilitating research policy, administration and support at UCI.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
1. Thinking about your **OVERALL** experience with Office of Research IT support, how would you rate your satisfaction with it during the past 12 months in meeting your needs?	◯	◯	◯	◯	◯	◯

Next, please rate your level of satisfaction with Office of Research IT support in each of the following:

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
2. Understanding my needs and requirements	◯	◯	◯	◯	◯	◯
3. Accessibility (via phone, voicemail, e-mail, etc.)	◯	◯	◯	◯	◯	◯
4. Resolving problems effectively	◯	◯	◯	◯	◯	◯
5. Providing effective online documentation and service information	◯	◯	◯	◯	◯	◯
6. Making changes in a direction that better meets my needs	◯	◯	◯	◯	◯	◯
7. Office of Research IT collaborates to meet user training needs on supported applications	◯	◯	◯	◯	◯	◯
8. Office of Research IT communicates changes, new features and planned/unplanned down-time affecting supported applications	◯	◯	◯	◯	◯	◯

9. To help us provide better service, please include your comments in the text box here. If you wish Office of Research IT support to contact you regarding your concerns, please include your UCInetID.

Limit 1500 characters. Characters remaining: 1500

2016 OIT Customer Satisfaction Survey

The Payroll/Personnel (PPS) Data Warehouse is a tool and service that allows campus users to analyze and report on employee and payroll data.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
1. Thinking about your **OVERALL** experience with PPS Data Warehouse support, how would you rate your satisfaction with it during the past 12 months in meeting your needs?	○	○	○	○	○	○

Next, please rate your level of satisfaction with PPS Data Warehouse support in each of the following:

2. Understanding my needs and requirements	○	○	○	○	○	○
3. Accessibility (via phone, voicemail, e-mail, etc.)	○	○	○	○	○	○
4. Resolving problems effectively	○	○	○	○	○	○
5. Providing effective online documentation and service information	○	○	○	○	○	○
6. Making changes in a direction that better meets my needs	○	○	○	○	○	○
7. Meeting my Employee/Payroll related data needs	○	○	○	○	○	○

8. Which of the following services provided by PPS Data Warehouse support do you use? Check all that apply:

- ☐ Employee General Queries
- ☐ Payroll Expense Queries
- ☐ Employee Detail Queries

9. To help us provide better service, please include your comments in the text box here. If you wish PPS Data Warehouse support to contact you regarding your concerns, please include your UCInetID.

Limit 1500 characters. Characters remaining: 1500

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2016 OIT Customer Satisfaction Survey

The Registrar's Office IT team develops and maintains a range of tools and systems for managing course enrollment, student records, reports of grades and more.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
1. Thinking about your **OVERALL** experience with Registrar's Office IT support, how would you rate your satisfaction with it during the past 12 months in meeting your needs?	○	○	○	○	○	○

Next, please rate your level of satisfaction with Registrar's Office IT support in each of the following:

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
2. Understanding my needs and requirements	○	○	○	○	○	○
3. Accessibility (via phone, voicemail, e-mail, etc.)	○	○	○	○	○	○
4. Resolving problems effectively	○	○	○	○	○	○
5. Providing effective online documentation and service information	○	○	○	○	○	○
6. Making changes in a direction that better meets my needs	○	○	○	○	○	○
7. Registrar's Office IT collaborates to meet user training needs on supported applications	○	○	○	○	○	○
8. Registrar's Office IT communicates changes, new features and planned/unplanned down-time affecting supported applications	○	○	○	○	○	○

9. To help us provide better service, please include your comments in the text box here. If you wish Registrar's Office IT support to contact you regarding your concerns, please include your UCInetID.

Limit 1500 characters. Characters remaining: 1500

2016 OIT Customer Satisfaction Survey

The Research Computing Support (RCS) team supports researchers at UCI with their research computing, storage, networking, and programming needs. They operate the High Performance Cluster (hpc.oit.uci.edu) for the computational and storage needs of 60 research groups and the overall research community at UCI. They provide user support for Graphical Information Systems, Bioinformatics, and parallel and serial programming needs. They also provide support for the usage of off-campus computing resources such as SDSC and the XSEDE consortium.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
1. Thinking about your **OVERALL** experience with Research Computing support, how would you rate your satisfaction with it during the past 12 months in meeting your needs?	◯	◯	◯	◯	◯	◯

Next, please rate your level of satisfaction with Research Computing support in each of the following:

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
2. Understanding my needs and requirements	◯	◯	◯	◯	◯	◯
3. Accessibility (via phone, voicemail, e-mail, etc.)	◯	◯	◯	◯	◯	◯
4. Resolving problems effectively	◯	◯	◯	◯	◯	◯
5. Providing effective online documentation and service information	◯	◯	◯	◯	◯	◯
6. Making changes in a direction that better meets my needs	◯	◯	◯	◯	◯	◯

7. To help us provide better service, please include your comments in the text box here. If you wish Research Computing support to contact you regarding your concerns, please include your UCInetID.

Limit 1500 characters. Characters remaining: 1500

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2016 OIT Customer Satisfaction Survey

OIT Server and Backup support maintains physical and virtual servers, houses customer-owned servers and clusters, provides file storage (disk farms, storage appliances), and data backup services.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
1. Thinking about your **OVERALL** experience with the Server and Backup support, how would you rate your satisfaction with it during the past 12 months in meeting your needs?	○	○	○	○	○	○

Next, please rate your level of satisfaction with Server and Backup support in each of the following:

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
2. Understanding my needs and requirements	○	○	○	○	○	○
3. Accessibility (via phone, voicemail, e-mail, etc.)	○	○	○	○	○	○
4. Resolving problems effectively	○	○	○	○	○	○
5. Providing effective online documentation and service information	○	○	○	○	○	○
6. Making changes in a direction that better meets my needs	○	○	○	○	○	○

2016 OIT Customer Satisfaction Survey

OIT Server and Backup support maintains physical and virtual servers, houses customer-owned servers and clusters, provides file storage (disk farms, storage appliances), and data backup services.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
7. Which of the following Server and Backup services do you use? Check all that apply:						

☐ **Physical servers (in the OIT Data Center)**

☐ **Virtual Servers**

☐ **Co-location services**

☐ **Data Backup**

8. What did you like best about the service you received? What did you like least? What would improve your next service experience with us?

Limit 1500 characters. Characters remaining: 1500

9. To help us provide better service, please include your comments in the text box here. If you wish Server and Backup support to contact you regarding your concerns, please include your UCInetID.

Limit 1500 characters. Characters remaining: 1500

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2016 OIT Customer Satisfaction Survey

OIT manages software licensing agreements to secure better pricing for a range of utility and research-oriented software. In addition, OIT provides license management, distribution, and limited technical support for research software.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
1. Thinking about your **OVERALL** experience with OIT software licensing support, how would you rate your satisfaction with it during the past 12 months in meeting your needs?	○	○	○	○	○	○

Next, please rate your level of satisfaction with OIT software licensing support in each of the following:

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
2. Understanding my needs and requirements	○	○	○	○	○	○
3. Accessibility (via phone, voicemail, e-mail, etc.)	○	○	○	○	○	○
4. Resolving problems effectively	○	○	○	○	○	○
5. Providing effective online documentation and service information	○	○	○	○	○	○
6. Making changes in a direction that better meets my needs	○	○	○	○	○	○
7. How satisfied are you with OIT's effort in securing volume (discount) licensing ?	○	○	○	○	○	○

8. Which of the following services provided by OIT software licensing support do you use? Check all that apply:

- ☐ **Windows or MacOS**
- ☐ **Office software (Word, Excel, Acrobat, Photoshop, etc.)**
- ☐ **SAS, SPSS, Matlab, Mathematica, etc.**

9. To help us provide better service, please include your comments in the text box here. If you wish OIT software licensing support to contact you regarding your concerns, please include your UCInetID.

Limit 1500 characters. Characters remaining: 1500

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2016 OIT Customer Satisfaction Survey

The Telephone and Voicemail team maintains and services UCI's telephone system, including standard and IP phones and the voicemail system.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
1. Thinking about your **OVERALL** experience with the Telephone and Voicemail support, how would you rate your satisfaction with it during the past 12 months in meeting your needs?	○	○	○	○	○	○

Next, please rate your level of satisfaction with Telephone and Voicemail support in each of the following:

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
2. Understanding my needs and requirements	○	○	○	○	○	○
3. Accessibility (via phone, voicemail, e-mail, etc.)	○	○	○	○	○	○
4. Resolving problems effectively	○	○	○	○	○	○
5. Providing effective online documentation and service information	○	○	○	○	○	○
6. Making changes in a direction that better meets my needs	○	○	○	○	○	○

7. Which of the following Telephone and Voicemail services do you use? Check all that apply:

☐ Standard telephone   ☐ IP telephone   ☐ Voicemail

☐ Teleconference services

8. What did you like best about the service you received? What did you like least? What would improve your next service experience with us?

Limit 1500 characters. Characters remaining: 1500

9. To help us provide better service, please include your comments in the text box here. If you wish Telephone and Voicemail support to contact you regarding your concerns, please include your UCInetID.

Limit 1500 characters. Characters remaining: 1500

UCI Office of Information Technology

2016 OIT Customer Satisfaction Survey

The Transportation and Distribution Services IT team develops and maintains a range of tools and systems for managing parking, sustainable transportation, campus mail and more UCI.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
1. Thinking about your **OVERALL** experience with Transportation and Distribution Services IT support, how would you rate your satisfaction with it during the past 12 months in meeting your needs?	○	○	○	○	○	○

Next, please rate your level of satisfaction with Transportation and Distribution Services IT support in each of the following:

2. Understanding my needs and requirements	○	○	○	○	○	○
3. Accessibility (via phone, voicemail, e-mail, etc.)	○	○	○	○	○	○
4. Resolving problems effectively	○	○	○	○	○	○
5. Providing effective online documentation and service information	○	○	○	○	○	○
6. Making changes in a direction that better meets my needs	○	○	○	○	○	○
7. Transportation and Distribution Services IT collaborates to meet user training needs on supported applications	○	○	○	○	○	○
8. Transportation and Distribution Services IT communicates changes, new features and planned/unplanned down-time affecting supported applications	○	○	○	○	○	○

9. To help us provide better service, please include your comments in the text box here. If you wish Transportation and Distribution Services IT support to contact you regarding your concerns, please include your UCInetID.

Limit 1500 characters. Characters remaining: 1500

2016 OIT Customer Satisfaction Survey

UCI Gmail is the email service provided as part of UCI Google Apps.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
1. Thinking about your **OVERALL** experience with UCI Gmail support, how would you rate your satisfaction with it during the past 12 months in meeting your needs?	○	○	○	○	○	○

Next, please rate your level of satisfaction with UCI Gmail support in each of the following:

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
2. Understanding my needs and requirements	○	○	○	○	○	○
3. Accessibility (via phone, voicemail, e-mail, etc.)	○	○	○	○	○	○
4. Resolving problems effectively	○	○	○	○	○	○
5. Providing effective online documentation and service information	○	○	○	○	○	○
6. Making changes in a direction that better meets my needs	○	○	○	○	○	○

7. To help us provide better service, please include your comments in the text box here. If you wish UCI Gmail support to contact you regarding your concerns, please include your UCInetID.

Limit 1500 characters. Characters remaining: 1500

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2016 OIT Customer Satisfaction Survey

UCI Identity and Access Management: The Identity and Access Management team manages the issuing and maintenance of network identities (UCInetIDs) and their use in accessing campus services (e.g. WebAuth).

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
1. Thinking about your **OVERALL** experience with UCI Identity and Access Management, how would you rate your satisfaction with it during the past 12 months in meeting your needs?	○	○	○	○	○	○

Next, please rate your level of satisfaction with UCI Identity and Access Management support in each of the following:

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
2. Understanding my needs and requirements	○	○	○	○	○	○
3. Accessibility (via phone, voicemail, e-mail, etc.)	○	○	○	○	○	○
4. Resolving problems effectively	○	○	○	○	○	○
5. Providing effective online documentation and service information	○	○	○	○	○	○
6. Making changes in a direction that better meets my needs	○	○	○	○	○	○
7. Timeliness for creation of UCInetIDs	○	○	○	○	○	○

8. Which of the following services provided by UCI Identity and Access Management support do you use? Check all that apply:

☐ UCInetID Activation   ☐ UCInetID Password Change   ☐ WebAuth

☐ Shibboleth   ☐ Sponsored UCInetIDs

9. To help us provide better service, please include your comments in the text box here. If you wish UCI Identity and Access Management support to contact you regarding your concerns, please include your UCInetID.

Limit 1500 characters. Characters remaining: 1500

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2016 OIT Customer Satisfaction Survey

The OIT Web Content team supports the Sites@UCI (sites.uci.edu) and Faculty Websites (faculty.sites.uci.edu) services for basic website and blog hosting using WordPress.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
1. Thinking about your **OVERALL** experience with the Web Content support, how would you rate your satisfaction with it during the past 12 months in meeting your needs?	○	○	○	○	○	○

Next, please rate your level of satisfaction with Web Content support in each of the following:

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
2. Understanding my needs and requirements	○	○	○	○	○	○
3. Accessibility (via phone, voicemail, e-mail, etc.)	○	○	○	○	○	○
4. Resolving problems effectively	○	○	○	○	○	○
5. Providing effective online documentation and service information	○	○	○	○	○	○
6. Making changes in a direction that better meets my needs	○	○	○	○	○	○
7. Self-help Web tools enabling you to manage your Web sites	○	○	○	○	○	○

8. Which of the following Web content services do you use? Chose all that apply:

☐ sites.uci.edu   ☐ faculty.sites.uci.edu   ☐ Google Sites

☐ Cascade CM

9. To help us provide better service, please include your comments in the text box here. If you wish Web Content support to contact you regarding your concerns, please include your UCInetID.

Limit 1500 characters. Characters remaining: 1500

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2016 OIT Customer Satisfaction Survey

ES (IMAP) email is the on-campus email service, including UCI Webmail.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
1. Thinking about your **OVERALL** experience with ES (IMAP) email support, how would you rate your satisfaction with it during the past 12 months in meeting your needs?	○	○	○	○	○	○

Next, please rate your level of satisfaction with ES (IMAP) email support in each of the following:

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
2. Understanding my needs and requirements	○	○	○	○	○	○
3. Accessibility (via phone, voicemail, e-mail, etc.)	○	○	○	○	○	○
4. Resolving problems effectively	○	○	○	○	○	○
5. Providing effective online documentation and service information	○	○	○	○	○	○
6. Making changes in a direction that better meets my needs	○	○	○	○	○	○

7. To help us provide better service, please include your comments in the text box here. If you wish ES (IMAP) email support to contact you regarding your concerns, please include your UCInetID.

Limit 1500 characters. Characters remaining: 1500

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2016 OIT Customer Satisfaction Survey

ZotPortal is a campus resource designed to provide aggregated, efficient, and customized access to the information and tools staff and faculty need to conduct UCI business.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
1. Thinking about your **OVERALL** experience with ZotPortal support, how would you rate your satisfaction with it during the past 12 months in meeting your needs?	○	○	○	○	○	○

Next, please rate your level of satisfaction with ZotPortal support in each of the following:

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
2. Understanding my needs and requirements	○	○	○	○	○	○
3. Accessibility (via phone, voicemail, e-mail, etc.)	○	○	○	○	○	○
4. Resolving problems effectively	○	○	○	○	○	○
5. Providing effective online documentation and service information	○	○	○	○	○	○
6. Making changes in a direction that better meets my needs	○	○	○	○	○	○
7. How satisfied are you with the content in ZotPortal?	○	○	○	○	○	○

8. Which of the following ZotPortal features do you use regularly (more than once per week)? Check all that apply:

- ☐ Search
- ☐ Customize Feature
- ☐ My Applications
- ☐ My Bookmarks
- ☐ Purchasing Portlets
- ☐ KFS Portlets
- ☐ Traveler Portlets
- ☐ Decision Support
- ☐ Announcements

9. To help us provide better service, please include your comments in the text box here. If you wish ZotPortal support to contact you regarding your concerns, please include your UCInetID.

Limit 1500 characters. Characters remaining: 1500

2016 OIT Customer Satisfaction Survey

System Satisfaction

Please rate any of the following systems, applications, or tools you have used in the last 12 months in terms of your overall satisfaction.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
ARIES - Registrar	○	○	○	○	○	○
Award Search	○	○	○	○	○	○
Award Synopsis	○	○	○	○	○	○
Campus Directory	○	○	○	○	○	○
Cashiering and Payment Processing	○	○	○	○	○	○
Cisco (Voice over IP) telephones	○	○	○	○	○	○
Cognos (Business Intelligence)	○	○	○	○	○	○
Confluence (Wiki)	○	○	○	○	○	○
Cost Sharing System	○	○	○	○	○	○
Course Inventory Management (CIM) - Registrar	○	○	○	○	○	○
Data Warehouse	○	○	○	○	○	○
DAVAD (Download and View Graduate Applicant Data)	○	○	○	○	○	○
Degree Works - Registrar	○	○	○	○	○	○
eAPP - Undergraduate Admissions	○	○	○	○	○	○

2016 OIT Customer Satisfaction Survey

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
EASIER - Undergraduate Admissions	○	○	○	○	○	○
EEE: The Electronic Educational Environment	○	○	○	○	○	○
Ericsson/Aastra telephones	○	○	○	○	○	○
eSOC - Registrar	○	○	○	○	○	○
Exchange Calendar	○	○	○	○	○	○
Exchange Email	○	○	○	○	○	○
Export Control Decision Tree	○	○	○	○	○	○
Facilities (FacNet)	○	○	○	○	○	○
Facilities Work Order System (Tririga)	○	○	○	○	○	○
Faculty Profile System	○	○	○	○	○	○
Faculty Websites (faculty.sites.uci.edu)	○	○	○	○	○	○
FAME (Financial Aid Managed Electronically)	○	○	○	○	○	○
FastClass	○	○	○	○	○	○
FAX (analog telephone) lines	○	○	○	○	○	○
Fellowship Web Application	○	○	○	○	○	○

2016 OIT Customer Satisfaction Survey

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
Graduate Student Support (GSS) Reporting	○	○	○	○	○	○
Greentree	○	○	○	○	○	○
Guest Reader Application - Undergraduate Admissions	○	○	○	○	○	○
HIPAA Research Tutorial	○	○	○	○	○	○
Hiring Manager	○	○	○	○	○	○
Instant Messaging (Jabber/XMPP Chat)	○	○	○	○	○	○
Instant Messaging (Lync/Skype For Business)	○	○	○	○	○	○
IRB Document Depot	○	○	○	○	○	○
IRB Protocol Application/Mod/CPA/Closeout/Query	○	○	○	○	○	○
IRB Unanticipated Problem Reporting	○	○	○	○	○	○
KFS (Kuali Financial System)	○	○	○	○	○	○
KSAMS	○	○	○	○	○	○
Kuali Budget Module	○	○	○	○	○	○
Kuali Coeus	○	○	○	○	○	○
LAOHP Questionnaire	○	○	○	○	○	○

2016 OIT Customer Satisfaction Survey

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
Mailman mailing lists	○	○	○	○	○	○
MyAdmission & the Message Center – Undergraduate Admissions	○	○	○	○	○	○
My Email Options	○	○	○	○	○	○
Office365	○	○	○	○	○	○
OIT Website	○	○	○	○	○	○
Polycom conference phones	○	○	○	○	○	○
Principal Investigator Report (PI Report)	○	○	○	○	○	○
R25 - Registrar	○	○	○	○	○	○
Radio 800 Mhz	○	○	○	○	○	○
ReadyTalk conferencing	○	○	○	○	○	○
Research Protections Roadmap	○	○	○	○	○	○
ServiceNow Self-Service portal	○	○	○	○	○	○
Sites@UCI (sites.uci.edu)	○	○	○	○	○	○
SmartClassrooms	○	○	○	○	○	○
Staff Job Site (Applicant Self Service & Hiring Manager)	○	○	○	○	○	○

2016 OIT Customer Satisfaction Survey

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
Student Billing System (SBS)	○	○	○	○	○	○
Transcripts Audits & Clearing - Undergraduate Admissions	○	○	○	○	○	○
TRS (Time Reporting System)	○	○	○	○	○	○
UCI Gmail	○	○	○	○	○	○
UCI Google Apps	○	○	○	○	○	○
UCInetID Activation and Reset	○	○	○	○	○	○
UCInet Mobile Access (WiFi - wireless network)	○	○	○	○	○	○
UCInet (wired network)	○	○	○	○	○	○
UC Learning Center	○	○	○	○	○	○
Voicemail	○	○	○	○	○	○
VPN/WebVPN	○	○	○	○	○	○
WebACR - Undergraduate Admissions	○	○	○	○	○	○
WebAdmin - Registrar	○	○	○	○	○	○
Webfiles	○	○	○	○	○	○
WebGrades - Registrar	○	○	○	○	○	○

2016 OIT Customer Satisfaction Survey

Webmail/OIT IMAP email	○	○	○	○	○	○
WebRoster - Registrar	○	○	○	○	○	○
Web site hosting	○	○	○	○	○	○
Workload Assignment - Undergraduate Admissions	○	○	○	○	○	○
Xerox DocuShare	○	○	○	○	○	○
Xerox MobilePrint	○	○	○	○	○	○
ZotAlert	○	○	○	○	○	○
ZotMail	○	○	○	○	○	○
ZotPortal	○	○	○	○	○	○

Usability

How easy are OIT systems, applications, and tools to use? Do you have any ideas or suggestions for improvement? Please name the specific systems, applications, or tools and let us know what is easy to use or what you find frustrating.

Limit 1500 characters. Characters remaining: 1500

< Previous   Finish Later   Next >

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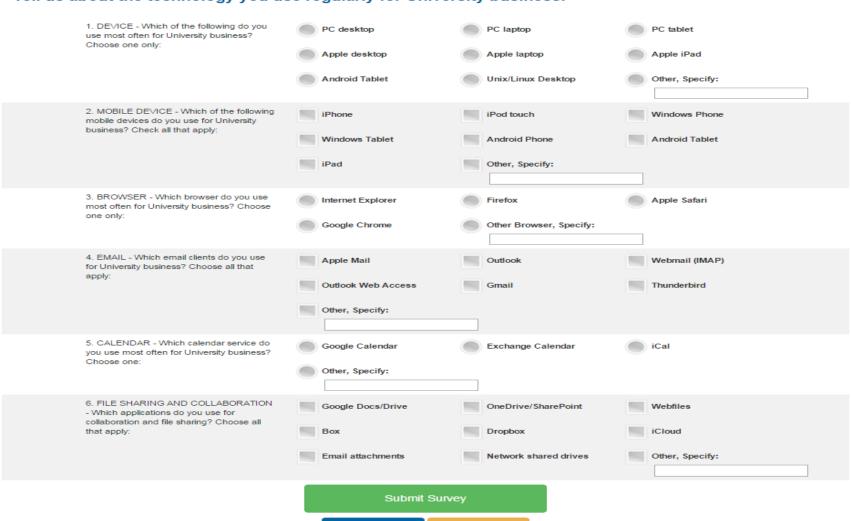
2016 OIT Customer Satisfaction Survey

Tell us about the technology you use regularly for University business.

1. DEVICE - Which of the following do you use most often for University business? Choose one only:

- ( ) PC desktop
- ( ) PC laptop
- ( ) PC tablet
- ( ) Apple desktop
- ( ) Apple laptop
- ( ) Apple iPad
- ( ) Android Tablet
- ( ) Unix/Linux Desktop
- ( ) Other, Specify: _____

2. MOBILE DEVICE - Which of the following mobile devices do you use for University business? Check all that apply:

- [ ] iPhone
- [ ] iPod touch
- [ ] Windows Phone
- [ ] Windows Tablet
- [ ] Android Phone
- [ ] Android Tablet
- [ ] iPad
- [ ] Other, Specify: _____

3. BROWSER - Which browser do you use most often for University business? Choose one only:

- ( ) Internet Explorer
- ( ) Firefox
- ( ) Apple Safari
- ( ) Google Chrome
- ( ) Other Browser, Specify: _____

4. EMAIL - Which email clients do you use for University business? Choose all that apply:

- [ ] Apple Mail
- [ ] Outlook
- [ ] Webmail (IMAP)
- [ ] Outlook Web Access
- [ ] Gmail
- [ ] Thunderbird
- [ ] Other, Specify: _____

5. CALENDAR - Which calendar service do you use most often for University business? Choose one:

- ( ) Google Calendar
- ( ) Exchange Calendar
- ( ) iCal
- ( ) Other, Specify: _____

6. FILE SHARING AND COLLABORATION - Which applications do you use for collaboration and file sharing? Choose all that apply:

- [ ] Google Docs/Drive
- [ ] OneDrive/SharePoint
- [ ] Webfiles
- [ ] Box
- [ ] Dropbox
- [ ] iCloud
- [ ] Email attachments
- [ ] Network shared drives
- [ ] Other, Specify: _____

Submit Survey

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