

UCI 2017 - UC Irvine Office of Information Technology Customer Satisfaction Survey

Accounting and Kual Financial Systems IT

The Accounting and Kual 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.

2017
274
respondents

Strengths

- Understands My Needs and Requirements
- Resolves Problems Effectively
- Effective Communications

2016
136 respondents

Opportunities

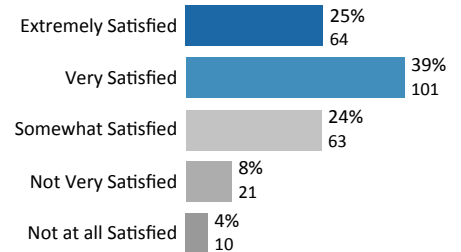
- Moving in a Positive Direction
- Collaborates
- Effectively Uses Websites, Online Documentation

Overall Satisfaction

Thinking of your OVERALL experience with this department, how would you rate your satisfaction with it during the past 12 months in meeting your department's needs?

3.73
mean

Standard Deviation
1.04



Mean Scores **Below 3.00 - Low** | **3.00 to 3.59 - Marginal** | **3.60 to 4.29 - Good** | **4.30 & above - Excellent** Mean Score

#	Question	2016	2017	Chg from 2016 to 2017
1	Thinking about your OVERALL experience with Accounting and Kual Financial Systems support, how would you rate your satisfaction with it during the past 12 months in meeting your needs?	3.47	3.73	→
2	Understanding my needs and requirements	3.52	3.75	→
3	Accessibility (via phone, voicemail, e-mail, etc.)	3.53	3.78	→
4	Resolving problems effectively	3.51	3.83	→
5	Providing effective online documentation and service information	3.43	3.67	→
6	Making changes in a direction that better meets my needs	3.37	3.64	→
7	Accounting and Kual Financial Systems IT collaborates to meet user training needs on supported applications	3.55	3.67	★ →
8	Accounting and Kual Financial Systems IT communicates changes, new features and planned/unplanned down-time affecting supported applications	3.61	3.79	→

Background

★ Change from 2016 to 2017 is statistically significant

Change of 0.09 or greater

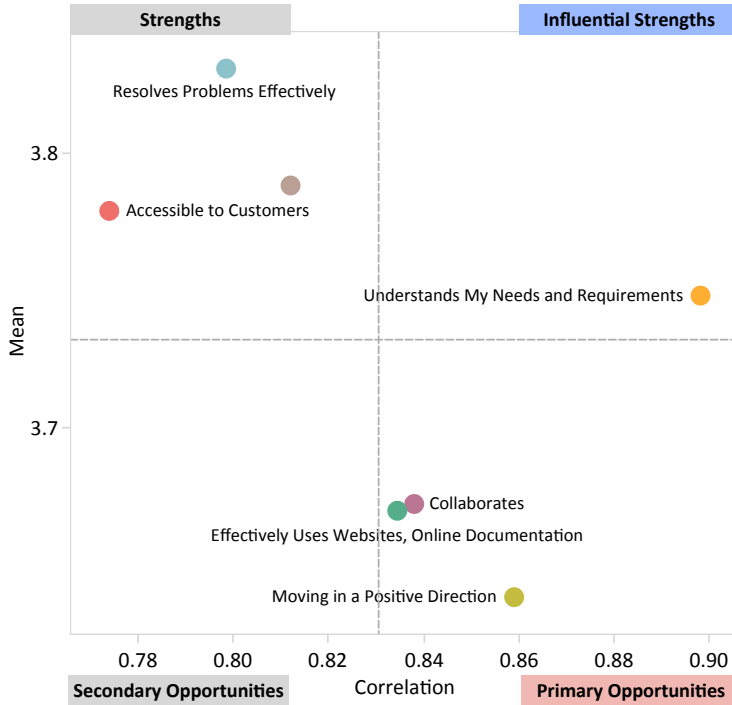
- 2017 was the second annual Information Technology Customer Satisfaction Survey
- 9,337 - 4,826 Academic Personnel/Faculty and 4,511 Staff were invited to take the survey; 1,430 (15%) responded
- Survey Period: October 3 to October 27, 2017
- 27 Support Groups and 87 IT system items were rated; Users provided computer usage info in the Technology Used section
- Up to 8 standard satisfaction questions were asked in each survey area
- One verbatim comment box each for the 27 OIT support groups and one each for the IT system satisfaction items

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Strengths and Opportunities by Survey Question With Axes at the Average Question Mean and Average Question by Overall Satisfaction Correlation

Correlation Coefficient Average = 0.83, Mean Average = 3.73



- Accessible to Customers
- Collaborates
- Effective Communications
- Effectively Uses Websites, Online Documentation
- Moving in a Positive Direction
- Resolves Problems Effectively
- Understands My Needs and Requirements

Strengths
Higher than average mean score, lower than average correlation.
"Keep up the good work"

Influential Strengths
Higher than average mean score, higher than average correlation.
"Keep an eye on"

Secondary Opps
Lower than average mean score, lower than average correlation.
"Low Priority"

Primary Opps
Lower than average mean score, higher than average correlation.
"Concentrate Efforts"

List of Strengths & Opportunities by Question ST - Strength | IS - Influential Strength | PO - Primary Opportunity | SO - Secondary Opportunity

#	Question	Mean	Corr	Str/Opps
2	Understanding my needs and requirements	3.75	0.90	IS
3	Accessibility (via phone, voicemail, e-mail, etc.)	3.78	0.77	ST
4	Resolving problems effectively	3.83	0.80	ST
5	Providing effective online documentation and service information	3.67	0.83	PO
6	Making changes in a direction that better meets my needs	3.64	0.86	PO
7	Accounting and Kual Financial Systems IT collaborates to meet user training needs on supported applications	3.67	0.84	PO
8	Accounting and Kual Financial Systems IT communicates changes, new features and planned/unplanned down-time affecting supported applications	3.79	0.81	ST



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Satisfaction Mean Scores by Classification **Below 3.00 - Low** | **3.00 to 3.59 - Marginal** | **3.60 to 4.29 - Good** | **4.30 & above - Excellent**

Classification	Overall	Understands	Accessible	Resolves	Website	PosDir	Collaborates	Communicates
Faculty	3.51 (62)	3.58 (62)	3.63 (62)	3.64 (62)	3.51 (62)	3.44 (62)	3.48 (62)	3.67 (62)
Staff	3.79 (212)	3.79 (212)	3.82 (212)	3.88 (212)	3.71 (212)	3.68 (212)	3.71 (212)	3.81 (212)

Number of respondents in parenthesis: (N). N not shown when # of responses is less than 5