

UCI 2017 - UC Irvine Office of Information Technology Customer Satisfaction Survey
Admissions and Relations with Schools IT

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.

2017
64
respondents

Strengths

- Understands My Needs and Requirements
- Collaborates
- Resolves Problems Effectively

2016
18 respondents

Opportunities

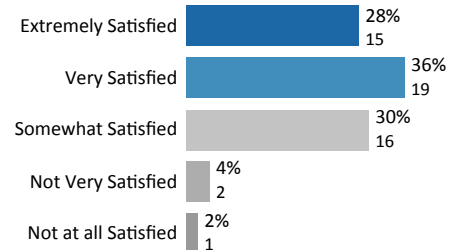
- Effective Communications
- Moving in a Positive Direction
- Accessible to Customers

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?

3.85
mean

Standard Deviation
0.94



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 Admissions and Relations with Schools IT support, how would you rate your satisfaction with it during the past 12 months in meeting your needs?	4.27	3.85	↓
2	Understanding my needs and requirements	4.07	3.74	↓
3	Accessibility (via phone, voicemail, e-mail, etc.)	4.33	3.73	↓
4	Resolving problems effectively	4.07	3.77	↓
5	Providing effective online documentation and service information	4.00	3.73	↓
6	Making changes in a direction that better meets my needs	4.15	3.64	↓
7	Admissions and Relations with Schools IT collaborates to meet user training needs on supported applications	4.00	3.76	↓
8	Admissions and Relations with Schools IT communicates changes, new features and planned/unplanned down-time affecting supported applications	4.07	3.70	↓

Background

★ Change from 2016 to 2017 is statistically significant

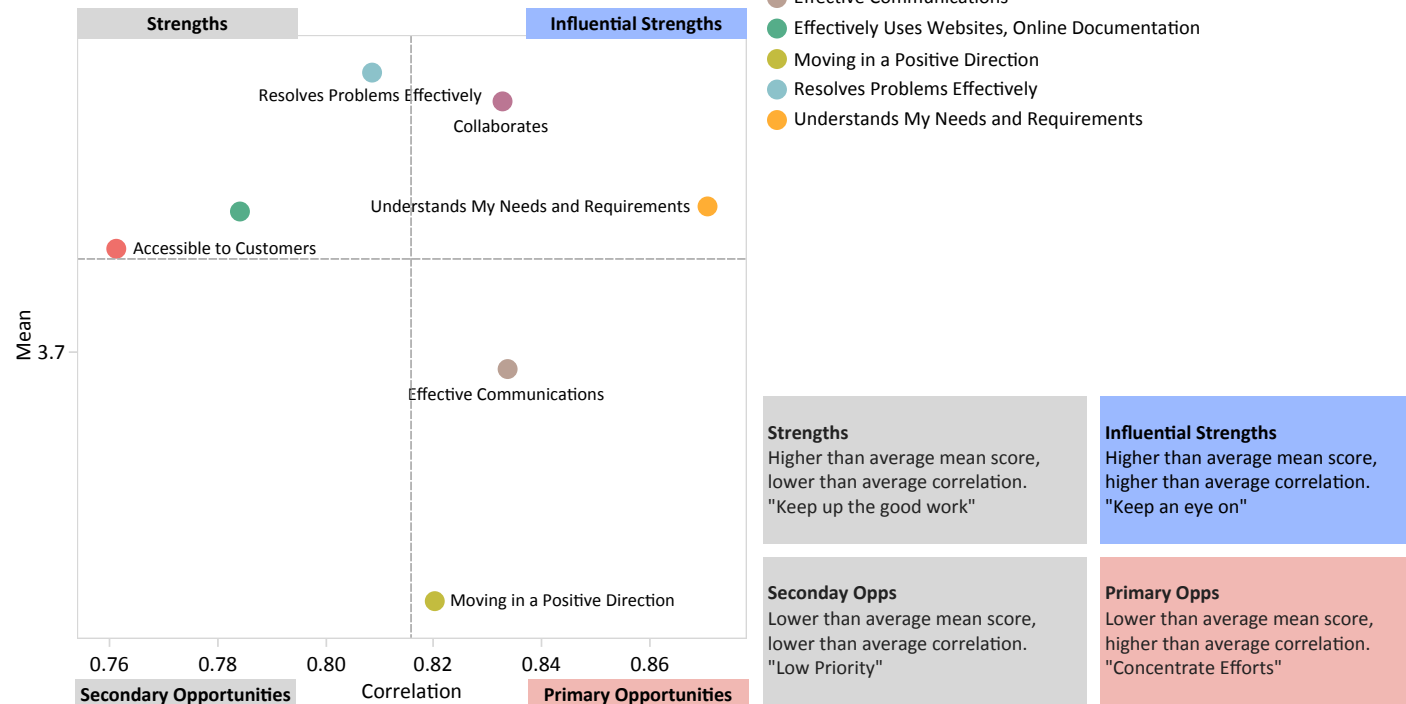
Change of 0.09 or greater

- 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 = 0.82, Mean Average = 3.72



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	3.74	0.87	IS
3	Accessibility (via phone, voicemail, e-mail, etc.)	3.73	0.76	ST
4	Resolving problems effectively	3.77	0.81	ST
5	Providing effective online documentation and service information	3.73	0.78	ST
6	Making changes in a direction that better meets my needs	3.64	0.82	PO
7	Admissions and Relations with Schools IT collaborates to meet user training needs on supported applications	3.76	0.83	IS
8	Admissions and Relations with Schools IT communicates changes, new features and planned/unplanned down-time affecting supported applications	3.70	0.83	PO



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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	4.25 (17)	4.17 (17)	4.00 (17)	4.27 (17)	4.42 (17)	4.09 (17)	4.00 (17)	4.27 (17)
Staff	3.73 (47)	3.61 (47)	3.65 (47)	3.63 (47)	3.51 (47)	3.50 (47)	3.68 (47)	3.51 (47)

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