



UC Irvine Office of Information Technology Customer Satisfaction Survey

Advanced/Shared Website Hosting

Advanced/Shared Website Hosting Based on the LAMP stack, OIT UNIX web servers offer the combination of Linux, Apache, MySQL, Perl, PHP, and Python. Subscribers are given 10 GB of storage space and shell access to the web server via SSH to publish content for their website. OIT provides server maintenance, system administration, filesystem backups, and web server configuration.

2019
21
respondents

Strengths

- Resolving Problems Effectively
- Effective Online Documentation & Service Info

Opportunities

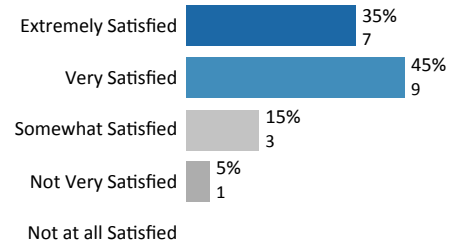
- Understanding My Needs and Requirements
- Accessibility

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?

4.10
mean

Standard Deviation
0.83



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

#	Question	2019
1	Thinking of your OVERALL experience with Advanced/Shared Website Hosting support, how would you rate your satisfaction with it during the past 12 months in meeting your or your department's needs?	4.10
2	Understanding my needs and requirements	4.11
3	Accessibility (via phone, voicemail, e-mail, etc.)	4.35
4	Resolving problems effectively	4.47
5	Providing effective online documentation and service information	4.40
6	Changing in positive ways to meet my needs.	4.38

Background

- Third OIT Customer Satisfaction Survey
- 11,174 - 6,340 Faculty and 4,834 Staff were invited. Total responses - 1,309 (12%); 472 (7%) Faculty and 837 (117%) Staff responded
- Survey Period: March 26 to April 19, 2019
- 36 OIT support groups and 82 IT system items were rated. Respondents 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 36 OIT support groups and one each for the 82 IT system items
- Contact us at oit@uci.edu if you have any questions about this report or would like additional in-depth analysis of your survey data



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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**

	Overall Satisfaction	Understanding My Needs and Requirements	Accessibility	Resolving Problems Effectively	Effective Online Documentation & Service Info	Changing in Positive Ways to Meet My Needs
Faculty	4.29 (7)	4.29 (7)	4.29 (7)	4.50 (6)	4.57 (7)	4.33 (6)
Staff	4.00 (13)	4.00 (11)	4.40 (10)	4.44 (9)	4.25 (8)	4.40 (10)

Number of respondents in parenthesis: (n). The (n) is not shown when the number of respondents is fewer than five





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

		Overall Satisfaction	Understanding My Needs and Requirements	Accessibility	Resolving Problems Effectively	Effective Online Documentation & Service Info	Changing in Positive Ways to Meet My Needs
Academic Affairs	Faculty	4.29 (7)	4.29 (7)	4.29 (7)	4.50 (6)	4.57 (7)	4.33 (6)
	Staff	3.86 (7)	4.17 (6)	4.50 (6)	4.60 (5)	4.17 (6)	4.33 (6)
Chancellor's Office	Staff	4.00	3.67	4.00	4.00	4.00	4.33
Division of Finance and Administration	Staff	5.00	5.00	5.00	5.00	5.00	5.00
Research and Graduate Studies	Staff	4.00	3.00		4.00		
University Advancement	Staff	4.00					

Number of respondents in parenthesis: (n). The (n) is not shown when the number of respondents is fewer than five.
Blank cells: respondents did not provide an answer to the question.