UC Irvine Office of Information Technology Customer Satisfaction Survey
Athletics IT

The Athletics IT team supports student-athletes, coaches, staff, & volunteers of the UCI Intercollegiate Athletics department. It promotes the adoption of technology to advance Athletics' mission while providing Athletics specific technology services, such as game-day & event technology support, specialized software management, web application development & integration, mobility solutions, & business analysis. It also coordinates the implementation of projects that involve vendors, OIT teams, coaches & staff.

2019

24 respondents

Strengths

Effective Online Documentation & Service Info
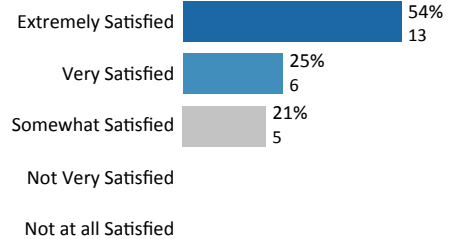Accessibility

Opportunities

Understanding My Needs and Requirements
Changing in Positive Ways to Meet My Needs

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?

4.33
mean

Standard Deviation 0.80

Rating	Percent	Count
Extremely Satisfied	54%	13
Very Satisfied	25%	6
Somewhat Satisfied	21%	5
Not Very Satisfied		
Not at all Satisfied		

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 Athletics IT support, how would you rate your satisfaction with it during the past 12 months in meeting your or your department's needs?	4.33
2	Understanding my needs and requirements	4.38
3	Accessibility (via phone, voicemail, e-mail, etc.)	4.52
4	Resolving problems effectively	4.43
5	Providing effective online documentation and service information	4.65
6	Changing in positive ways to meet my needs.	4.43

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 (1l7%) 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

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	5.00	5.00	5.00	5.00	5.00	5.00
Staff	4.20 (20)	4.24 (17)	4.42 (19)	4.32 (19)	4.56 (16)	4.29 (17)

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

UC Irvine Office of Information Technology Customer Satisfaction Survey
Athletics IT

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	5.00	5.00	5.00	5.00	5.00	5.00
	Staff	3.86 (7)	4.25	4.33 (6)	4.17 (6)	4.75	4.20 (5)
Chancellor's Office	Staff	4.27 (11)	4.18 (11)	4.45 (11)	4.36 (11)	4.50 (10)	4.30 (10)
Division of Finance and Administration	Staff	5.00	5.00	5.00	5.00	5.00	5.00
Student Services	Staff	5.00	4.00	4.00	4.00	4.00	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.