UC Irvine Office of Information Technology Customer Satisfaction Survey
Chancellor & Provost IT

Chancellor & Provost IT provides custom software support for the Offices of the Chancellor & Provost, as well as Academic Personnel, Academic Planning, including Academic Initiatives, Global Engagement, including Study Abroad Center, Inclusive Excellence, OEOD, Ombudsman, Public Records Office, Acedemic Senate, Whistleblower. Whether home-grown or commercial, legacy or current, it supports a wide range of applications beyond the standard desktop software. It serves as a liaison for these offices to other groups within OIT.

Strengths

Resolving Problems Effectively
Changing in Positive Ways to Meet My Needs
Accessibility

2019

38
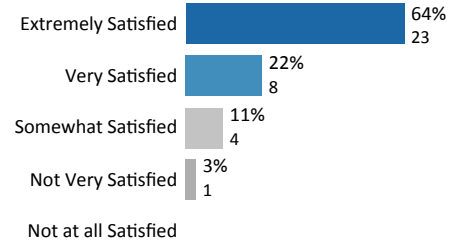respondents

Opportunities

Understanding My Needs and Requirements
Effective Online Documentation & Service Info

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?

4.47
mean

Standard Deviation
0.80

Extremely Satisfied	64% / 23
Very Satisfied	22% / 8
Somewhat Satisfied	11% / 4
Not Very Satisfied	3% / 1
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 Chancellor & Provost IT support, how would you rate your satisfaction with it during the past 12 months in meeting your or your department's needs?	4.47
2	Understanding my needs and requirements	4.51
3	Accessibility (via phone, voicemail, e-mail, etc.)	4.69
4	Resolving problems effectively	4.60
5	Providing effective online documentation and service information	4.48
6	Changing in positive ways to meet my needs.	4.60

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

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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 = **0.76,** Mean Average = **4.58**

- ● Accessibility
- ● Effective Online Documentation & Service Info
- ● Changing in Positive Ways to Meet My Needs
- ● Resolving Problems Effectively
- ● Understanding My Needs and Requirements

Strengths
Accessibility

Influential Strengths

Changing in Positive Ways to Meet My Needs · Resolving Problems Effectively

Understanding My Needs and Requirements

Effective Online Documentation & Service Info

Mean — 4.6 / 4.5 axis; Correlation axis 0.65, 0.70, 0.75, 0.80, 0.85

Secondary Opportunities · Correlation · **Primary Opportunities**

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	4.51	0.86	PO
3	Accessibility (via phone, voicemail, e-mail, etc.)	4.69	0.68	ST
4	Resolving problems effectively	4.60	0.87	IS
5	Providing effective online documentation and service information	4.48	0.65	SO
6	Changing in positive ways to meet my needs.	4.60	0.75	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**

	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	4.75	4.60 (5)	4.80 (5)	4.80 (5)	4.60 (5)	5.00
Staff	4.44 (32)	4.50 (30)	4.67 (30)	4.57 (30)	4.46 (26)	4.54 (26)

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