UC Irvine Office of Information Technology Customer Satisfaction Survey
Classroom Technology Support

The Classroom Technology (CTS) team manages equipment in the 131 general assignment SmartClassrooms at UCI and also rents out A/V equipment to support courses and events. They support technology such as iClicker, and recently began supporting UCI Replay.

2019

159
respondents

2017
195 respondents

Strengths

Resolving Problems Effectively
Understanding My Needs and Requirements
Accessibility

Opportunities

Changing in Positive Ways to Meet My Needs
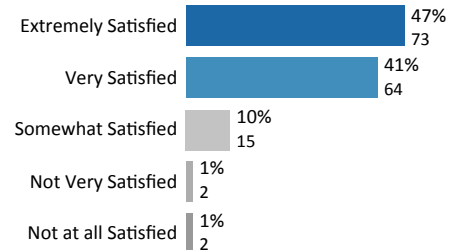Effective Online Documentation & Service Info

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?

4.31
mean

Standard Deviation 0.80

Extremely Satisfied		47% / 73
Very Satisfied		41% / 64
Somewhat Satisfied		10% / 15
Not Very Satisfied		1% / 2
Not at all Satisfied		1% / 2

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

#	Question	Mean Score 2016	2017	2019		2019 change from prior year
1	Thinking about your OVERALL experience with Classroom Technology support, how would you rate your satisfaction with it during the past 12 months in meeting your needs?	4.34	4.42	4.31		⬇
2	Understanding my needs and requirements	4.43	4.46	4.36		⬇
3	Accessibility (via phone, voicemail, e-mail, etc.)	4.46	4.45	4.43		▪
4	Resolving problems effectively	4.39	4.42	4.31		⬇
5	Providing effective online documentation and service information	4.32	4.33	4.03	★	⬅
6	Changing in positive ways to meet my needs.	4.27	4.44	4.27		⬇

★ Change from prior year is statistically significant

Change of 0.09 or greater

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 = **0.79**, Mean Average = **4.28**
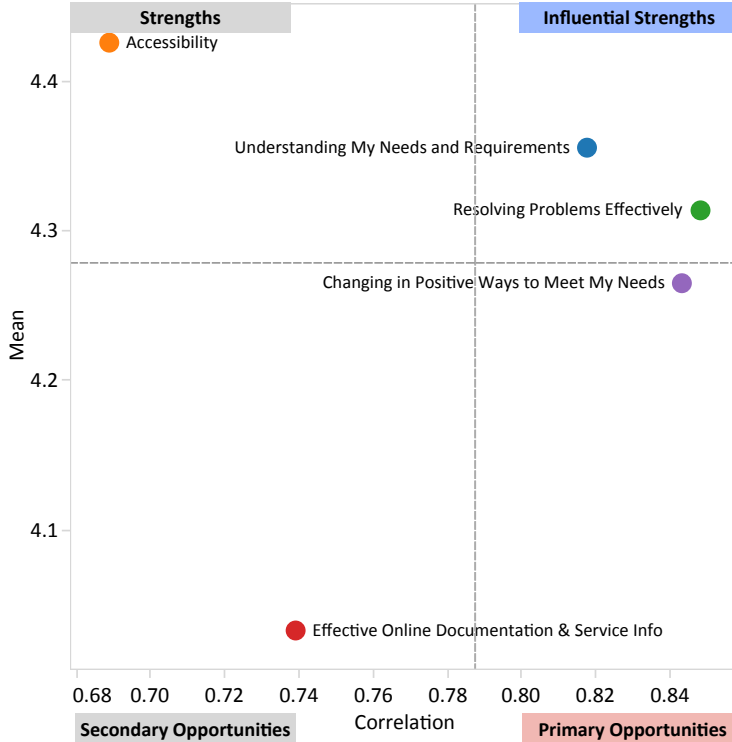
Legend:
- Changing in Positive Ways to Meet My Needs
- Effective Online Documentation & Service Info
- Understanding My Needs and Requirements
- Accessibility
- Resolving Problems Effectively

Chart points:
- Accessibility (Strengths quadrant, ~4.43)
- Understanding My Needs and Requirements (~4.36)
- Resolving Problems Effectively (~4.31)
- Changing in Positive Ways to Meet My Needs (~4.27)
- Effective Online Documentation & Service Info (~4.03)

Quadrant descriptions:

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	4.36	0.82	IS
3	Accessibility (via phone, voicemail, e-mail, etc.)	4.43	0.69	ST
4	Resolving problems effectively	4.31	0.85	IS
5	Providing effective online documentation and service information	4.03	0.74	SO
6	Changing in positive ways to meet my needs.	4.27	0.84	PO

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	4.27 (105)	4.33 (98)	4.44 (97)	4.26 (99)	3.98 (80)	4.19 (73)
Staff	4.39 (51)	4.41 (51)	4.39 (51)	4.41 (51)	4.14 (42)	4.40 (40)

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