

The Facilities Management IT team develops and maintains a range of tools and systems for managing the daily operation, repair, and maintenance of UCI buildings and grounds.

2017
101
respondents

Strengths

- Resolves Problems Effectively
- Effective Communications
- Accessible to Customers

2016
60 respondents

Opportunities

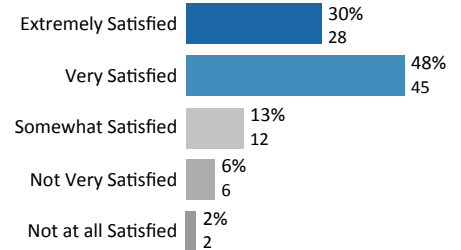
- Moving in a Positive Direction
- Understands My Needs and Requirements
- Collaborates

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?

3.98
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 Facilities Management IT support, how would you rate your satisfaction with it during the past 12 months in meeting your needs?	4.11	3.98	↓
2	Understanding my needs and requirements	4.10	3.89	↓
3	Accessibility (via phone, voicemail, e-mail, etc.)	4.18	4.08	↓
4	Resolving problems effectively	4.06	3.94	↓
5	Providing effective online documentation and service information	4.17	3.84	↓
6	Making changes in a direction that better meets my needs	4.02	3.91	↓
7	Facilities Management IT collaborates to meet user training needs on supported applications	3.95	3.83	↓
8	Facilities Management IT communicates changes, new features and planned/unplanned down-time affecting supported applications	4.02	3.96	↓

★ Change from 2016 to 2017 is statistically significant

Change of 0.09 or greater

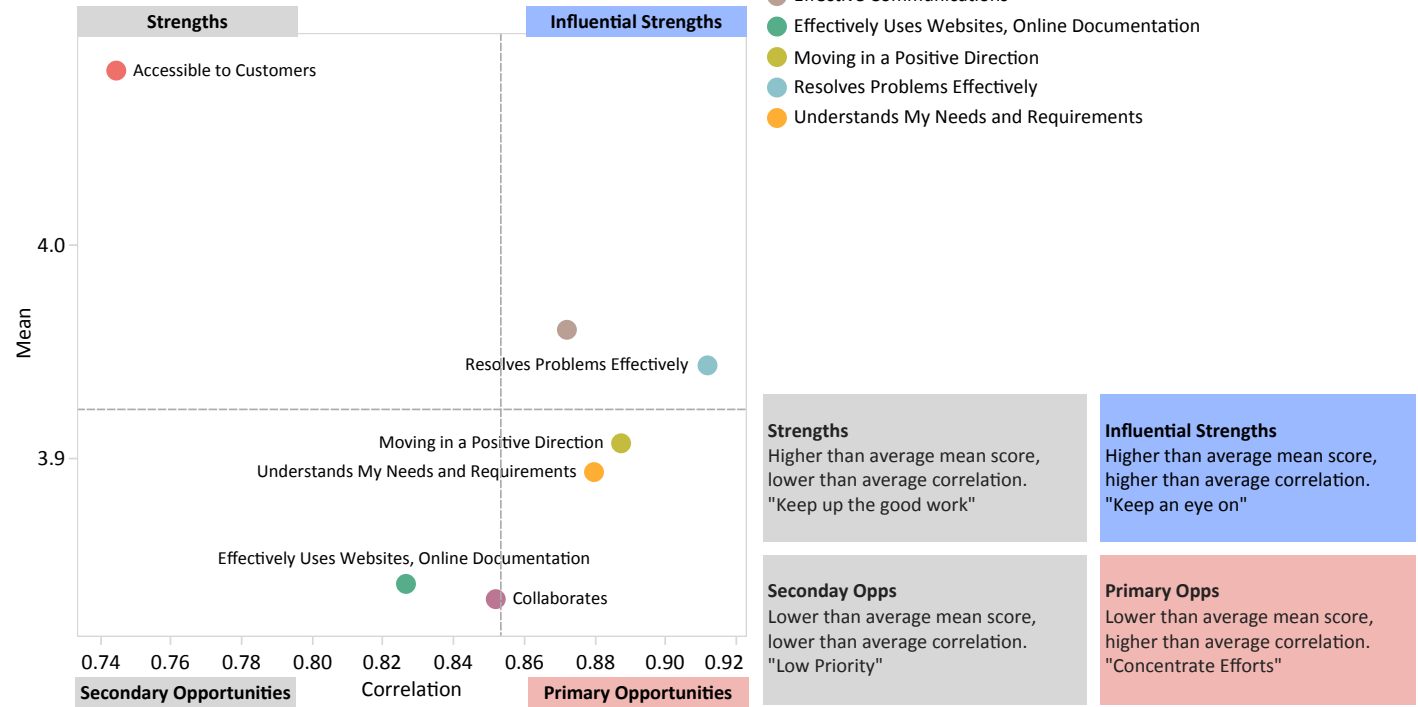
Background

- 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

The Facilities Management IT team develops and maintains a range of tools and systems for managing the daily operation, repair, and maintenance of UCI buildings and grounds.

Strengths and Opportunities by Survey Question With Axes at the Average Question Mean and Average Question by Overall Satisfaction Correlation

Correlation Coefficient Average = 0.85, Mean Average = 3.92



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	3.89	0.88	PO
3	Accessibility (via phone, voicemail, e-mail, etc.)	4.08	0.74	ST
4	Resolving problems effectively	3.94	0.91	IS
5	Providing effective online documentation and service information	3.84	0.83	SO
6	Making changes in a direction that better meets my needs	3.91	0.89	PO
7	Facilities Management IT collaborates to meet user training needs on supported applications	3.83	0.85	SO
8	Facilities Management IT communicates changes, new features and planned/unplanned down-time affecting supported applications	3.96	0.87	IS



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	4.15 (20)	4.05 (20)	4.13 (20)	3.94 (20)	3.94 (20)	4.12 (20)	4.13 (20)	4.25 (20)
Staff	3.93 (81)	3.85 (81)	4.07 (81)	3.94 (81)	3.81 (81)	3.86 (81)	3.75 (81)	3.88 (81)

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