UC Irvine Office of Information Technology Customer Satisfaction Survey
Financial Aid

The Financial Aid IT team develops and maintains a range of tools and systems for managing financial aid and scholarships at UCI.

2019

48
respondents

2017
47 respondents

Strengths

Communicates Changes
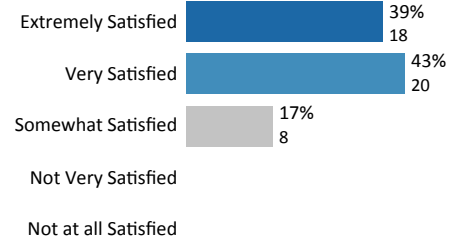Understanding My Needs and Requirements
Accessibility

Opportunities

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

4.22
mean

*Standard Deviation
0.72*

Extremely Satisfied	39% / 18
Very Satisfied	43% / 20
Somewhat Satisfied	17% / 8
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	Mean Score 2016	2017	2019	2019 change from prior year
1	Thinking about your OVERALL experience with Financial Aid IT support, how would you rate your satisfaction with it during the past 12 months in meeting your needs?	4.00	4.20	4.22	
2	Understanding my needs and requirements	4.20	4.05	4.24	⬆
3	Accessibility (via phone, voicemail, e-mail, etc.)	4.20	4.20	4.19	
4	Resolving problems effectively	4.13	4.18	4.16	
5	Providing effective online documentation and service information	3.83	4.11	4.12	
6	Changing in positive ways to meet my needs.	3.77	4.13	4.13	
7	Financial Aid IT collaborates to meet user training needs on supported applications	3.90	3.96	4.14	⬆
8	Financial Aid IT communicates changes, new features and planned/unplanned down-time affecting supported applications	3.85	4.07	4.21	⬆

★ Change from prior year is statistically significant

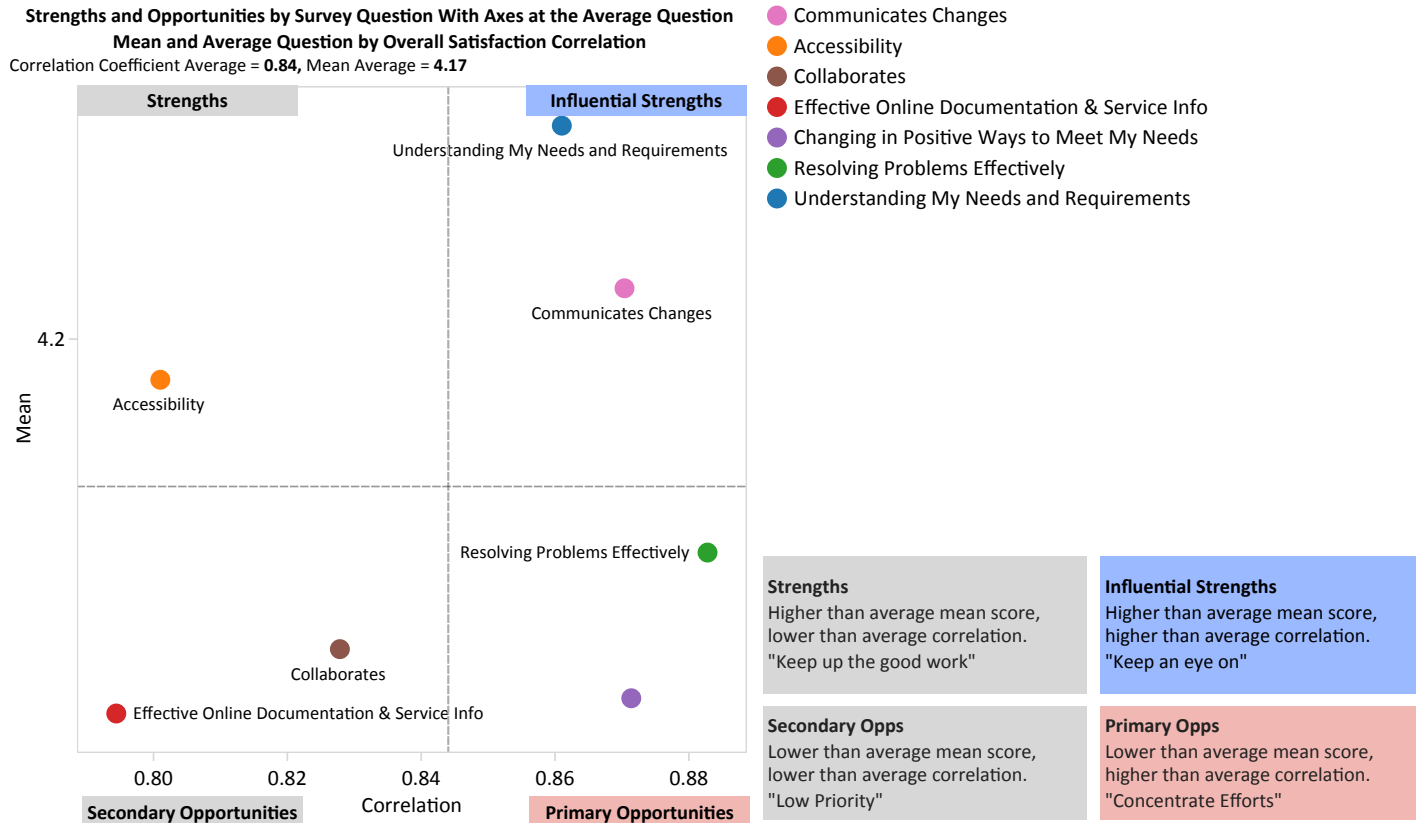Change of 0.09 or greater

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 = **0.84**, Mean Average = **4.17**

Legend:
- Communicates Changes
- Accessibility
- Collaborates
- Effective Online Documentation & Service Info
- Changing in Positive Ways to Meet My Needs
- Resolving Problems Effectively
- Understanding My Needs and Requirements

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	4.24	0.86	IS
3	Accessibility (via phone, voicemail, e-mail, etc.)	4.19	0.80	ST
4	Resolving problems effectively	4.16	0.88	PO
5	Providing effective online documentation and service information	4.12	0.79	SO
6	Changing in positive ways to meet my needs.	4.13	0.87	PO
7	Financial Aid IT collaborates to meet user training needs on supported applications	4.14	0.83	SO
8	Financial Aid IT communicates changes, new features and planned/unplanned down-time affecting supported applications	4.21	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

	Overall Satisfaction	Understanding My Needs and Requirements	Accessibility	Resolving Problems Effectively	Effective Online Documentation & Service Info	Changing in Positive Ways to Meet My Needs	Collaborates	Communicates Changes
Faculty	4.14 (29)	4.19 (27)	4.07 (29)	4.04 (27)	4.00 (28)	4.00 (23)	4.00 (23)	4.08 (24)
Staff	4.35 (17)	4.33 (18)	4.39 (18)	4.33 (18)	4.38 (13)	4.29 (17)	4.36 (14)	4.43 (14)

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