

UCI UC Irvine Office of Information Technology Customer Satisfaction Survey

Graduate Division

The Graduate Division IT team develops and maintains a range of tools and systems in support of graduate education at UCI including admissions, enrolled student support, financial support and alumni.

2019

137
respondents

2017

75 respondents

Strengths

Resolving Problems Effectively
Understanding My Needs and Requirements
Collaborates

Opportunities

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

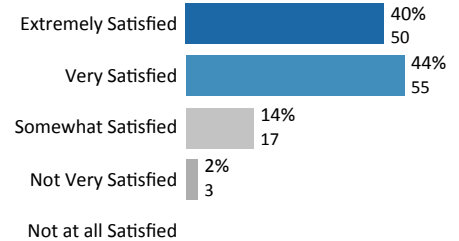
Overall Satisfaction

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?

4.22

mean

Standard Deviation
0.77



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			2019 change from prior year
		2016	2017	2019	
1	Thinking about your OVERALL experience with Graduate Division IT support, how would you rate your satisfaction with it during the past 12 months in meeting your needs?	4.48	4.11	4.22	→
2	Understanding my needs and requirements	4.52	4.07	4.24	→
3	Accessibility (via phone, voicemail, e-mail, etc.)	4.52	4.07	4.26	→
4	Resolving problems effectively	4.61	4.08	4.23	→
5	Providing effective online documentation and service information	4.48	4.06	4.16	→
6	Changing in positive ways to meet my needs.	4.43	4.04	4.20	→
7	Graduate Division IT collaborates to meet user training needs on supported applications	4.58	3.88	4.22	→
8	Graduate Division IT communicates changes, new features and planned/unplanned down-time affecting supported applications	4.41	4.06	4.17	→

Background

★ Change from prior year is statistically significant

Change of 0.09 or greater

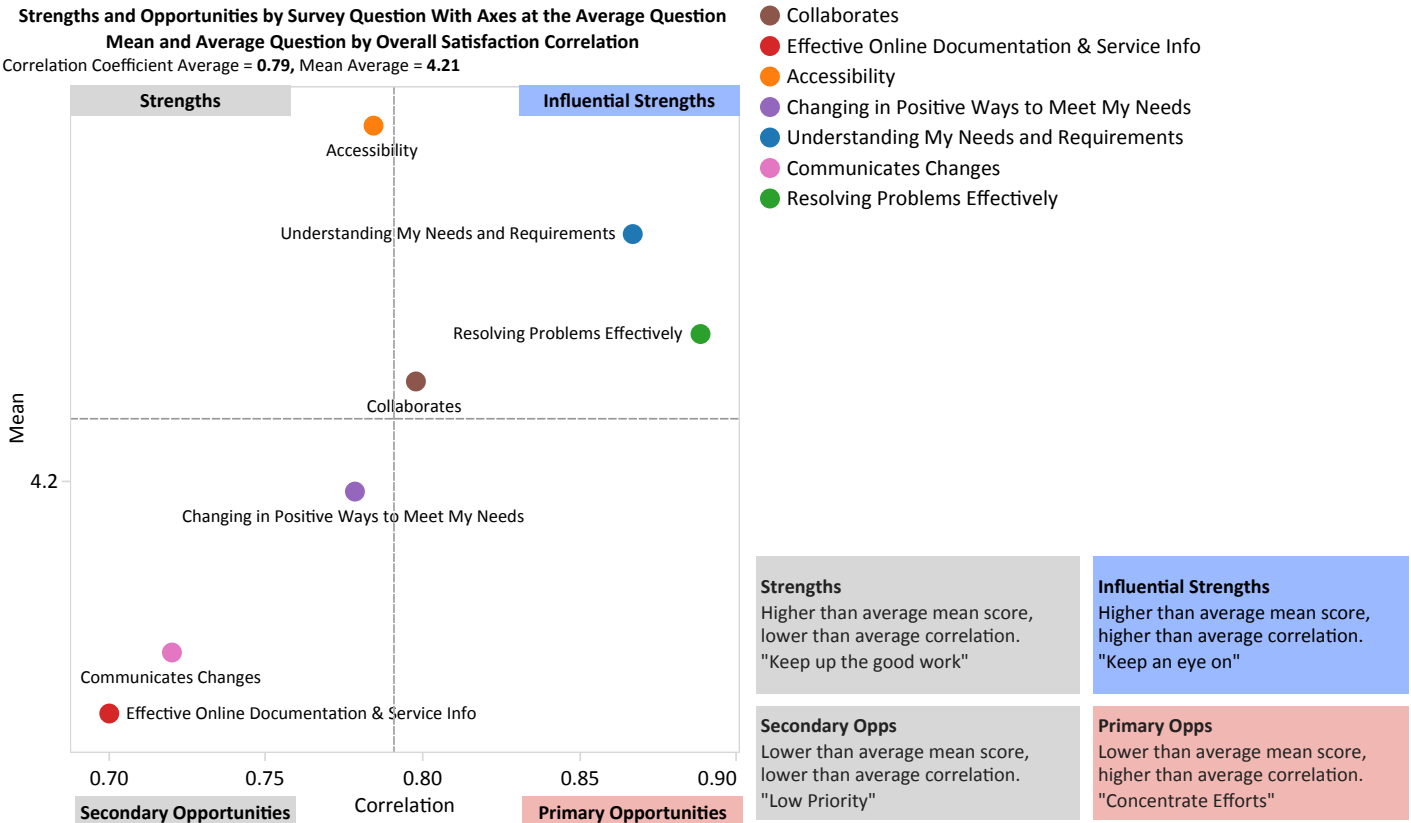
- Third OIT Customer Satisfaction Survey
- 11,174 - 6,340 Faculty and 4,834 Staff were invited. Total responses - 1,309 (12%); 472 (7%) Faculty and 837 (117%) Staff responded
- Survey Period: March 26 to April 19, 2019
- 36 OIT support groups and 82 IT system items were rated. Respondents provided computer 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 = 4.21



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	0.87	IS
3	Accessibility (via phone, voicemail, e-mail, etc.)	4.26	0.78	ST
4	Resolving problems effectively	4.23	0.89	IS
5	Providing effective online documentation and service information	4.16	0.70	SO
6	Changing in positive ways to meet my needs.	4.20	0.78	SO
7	Graduate Division IT collaborates to meet user training needs on supported applications	4.22	0.80	IS
8	Graduate Division IT communicates changes, new features and planned/unplanned down-time affecting supported applications	4.17	0.72	SO

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 Graduate Division

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	4.25 (79)	4.26 (76)	4.24 (75)	4.28 (71)	4.14 (71)	4.22 (68)	4.28 (68)	4.18 (72)
Staff	4.15 (46)	4.21 (48)	4.29 (48)	4.14 (49)	4.20 (41)	4.16 (43)	4.11 (38)	4.16 (45)

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